

With the collective effort of the John Hay Management Corporation (JHMC) Board of Directors, Management, and the hardworking General Staff, I am humbled to present the details of the **noteworthy achievements** of JHMC for CY 2024 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 92.93%** in its 2024 Customer Satisfaction Measurement (CSM) which was conducted on various JHMC Clients by an Independent 3<sup>rd</sup> 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 **consistent** as that of the average CSM ratings for the past nine (9) 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 has been boosted, on a tie with BCDA, ranking **5<sup>th</sup>** among all GOCCs in the 2023 CGS Result for GOCCs, having attained an **impressive overall CGS rating**.

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**.



Receiving the Award on behalf of JHMC is PCEO Atty. Marlo Ignacio V. Quadra, Vice-Chairperson Atty. Rudolph Steve E. Jularbal, and Director-Compliance Officer Atty. Kristoffer Lee V. Dance, together with Board Secretary Anna Maria G. Lopez. With them are the GCG Commissioners Atty. Brian Keith F. Hosaka, Atty. Geraldine Marie B. Berberabe-Martinez, GCG Chairperson Atty. Marius P. Corpus and the Keynote Speaker Executive Secretary Lucas P. Bersamin.

Stepping a notch higher, the JHMC is awarded as one of the **Top 10 GOCCs in 2023 CGS**, with a Special Recognition on having a **consistent perfect score for the Stakeholder Relationship section of the CGS for 2021 to 2023**. The Award and Recognition were given during the Exit Conference on CY 2023 CGS and GOCC Governance Awards Ceremony held at the Philippine International Convention Center (PICC), Pasay City on **25 November 2024**.

#### List of CGS Awardees

Fourteen (14) GOCCs garnered the highest CGS Ratings for CY 2023:

Rank	GOCC	Sector	Acronym
1	Land Bank of the Philippines	Government Financial Institutions	LANDBANK
2	Development Bank of the Philippines	Government Financial Institutions	DBP
3	National Electrification Administration	Energy and Materials	NEA
	Philippine Reclamation Authority	Trade, Area Development and Tourism	PRA
	Small Business Corporation	Government Financial Institutions	SBCorp
4	Philippine Deposit Insurance Corporation	Government Financial Institutions	PDIC
5	John Hay Management Corporation	Trade, Area Development and Tourism	JHMC
	Bases Conversion and Development Authority	Trade, Area Development and Tourism	BCDA
6	Government Service Insurance System	Government Financial Institutions	GSIS
7	National Power Corporation	Energy and Materials	NPC
	Philippine National Construction Corporation	Utilities and Communications	PNCC
8	LBP Leasing and Finance Corporation	Government Financial Institutions	LLFC
9	Credit Information Corporation	Government Financial Institutions	CIC
10	Power Sector Assets and Liabilities Management Corporation	Energy and Materials	PSALM



#### Special Recognition for the GCG Awards Ceremony

##### Stakeholder Relationship

	GOCC	Acronym
1	Bases Conversion and Development Authority	BCDA
2	Cebu Port Authority	CPA
3	Clark Development Corporation	CDC
4	Development Bank of the Philippines	DBP
5	Government Service Insurance System	GSIS
6	John Hay Management Corporation	JHMC
7	Laguna Lake Development Authority	LLDA
8	LBP Insurance Brokerage, Inc.	LIBI
9	LBP Leasing and Finance Corporation	LLFC
10	Mactan-Cebu International Airport Authority	MCIAA
11	Metropolitan Waterworks and Sewerage System Corporate Office	MWSS-CO
12	National Electrification Administration	NEA
13	National Power Corporation	NPC
14	National Transmission Corporation	TRANSCO
15	Philippine Charity Sweepstakes Office	PCSO
16	Philippine Crop Insurance Corporation	PCIC
17	Philippine Deposit Insurance Corporation	PDIC
18	Philippine National Construction Corporation	PNCC
19	Philippine Postal Corporation	PHLPOST
20	Poro Point Management Corporation	PPMC
21	Power Sector Assets and Liabilities Management Corporation	PSALM
22	Small Business Corporation	SBCORP
23	Social Security System	SSS
24	Tourism Promotions Board	TPB

### A.3 Performance Scorecard

#### A.3.1 2024 Performance Scorecard

The 2024 GCG-JHMC Performance Scorecard was discussed, approved and signed during the Performance Target Conference held at the GCG Office in Makati City on **14 February 2024**.





*Above Photo: The signing of the GCG-JHMC Performance Scorecard 2024. The GCG was led by its Chairperson Atty. Marius P. Corpus with Commissioner Atty. Geraldine Berberabe-Martinez, Commissioner Atty. Brian Keith F. Hosaka and GCG CGO-C Representatives. The JHMC BOD Chairperson Atty. Marlo Ignacio V. Quadra led the JHMC, together with the PCEO Allan R. Garcia, VPCOO Jane Theresa G. Tabalingcos, Legal Manager Atty. Mary Ellen S. Cabuhat and Corporate Planning Manager Lea C. Quisoben-Maguilao.*

The 2024 GCG-JHMC Performance Scorecard is comprised of 13 Strategic Measures (SMs) from the nine (9) Strategic Objectives in the Updated JHMC Charter Statement.

The four (4) **Financial SMs** include the following:

1. Gross Sales of Business Enterprises Within the JHSEZ;
2. Increase Internally-Generated Revenue of JHMC;
3. Zone Revenue Collection Efficiency; and,
4. Disbursement Budget Utilization.

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

5. Number of New Locators or Development Projects Signed;
6. Number of Jobs Generated in the JHSEZ;
7. Compliance to National Ambient Air Quality Standards on Particulate Matter (PM) 10 Within the JHSEZ;
8. Percentage of Satisfied Customers;
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.3.2 2025 Performance Scorecard**

The proposed 2025 GCG-JHMC Performance Scorecard was discussed during the Technical Panel Meeting held at the GCG Office in Makati City on **05 December 2024**.

The JHMC Team attended online led by PCEO Atty. Marlo Ignacio V. Quadra while BOD Vice-Chairperson Atty. Rudolf Steve E. Jularbal led the physical attendees at the GCG Office.



*Above Photo: The physical attendees of the Technical Panel Meeting (TPM) with the Representatives from the BCDA, DOF, and GCG CGO-C Representatives. The JHMC was led by Vice-Chairperson Atty. Rudolf Steve R. Jularbal, together with VPCOO Jane Theresa G. Tabalingcos, Legal Manager Atty. Mary Ellen S. Cabuhat, Environment and Asset Management Manager Engr. Bobby V. Akia, and Corporate Planning Manager Lea C. Quisoben-Maguilao.*

## **A.4 International Organization for Standardization or ISO Certifications**

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

In its 4<sup>th</sup> cycle for the ISO 9001 Quality Management System (QMS) Certification, the JHMC successfully hurdled the Transfer and Recertification Audit conducted on **14 -15 October 2024** by the Third-Party Certifying Body (TÜV SÜD PSB Philippines, Inc.).



This is a testament of the commitment towards continual improvement of the JHMC in providing quality services to its Stakeholders.



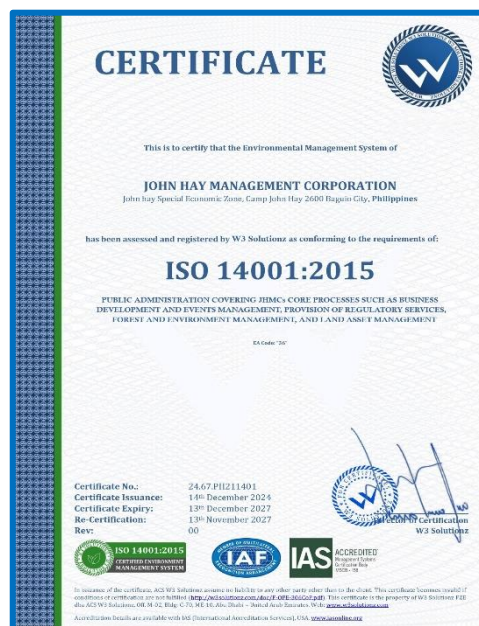


*The New QMS Certificate is valid until 19 March 2028.*

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



In its 3<sup>rd</sup> cycle for the Environmental Management System (EMS), JHMC was to after the Recertification Audit conducted on **12-13 November 2024** by the 3<sup>rd</sup> Party Certifying Body (W3 Solutionz).




*The new EMS Certificate is valid until 13 December 2027.*



## A.5 Energy Audit from the Department of Energy (DOE)

In its *first* ever Energy Audit conducted on **23 January 2024** in compliance with Republic Act No. 11285 or the Energy Efficiency and Conservation (EEC) Act that institutionalizes energy efficiency and conservation, enhances the efficient use of energy, and grants incentives to energy efficiency and conservation programs and projects, the JHMC received from the DOE- Energy Audit Team (EAT) its remarkable score of 97.4% with a rating equivalent of 5-stars and an **“A” (highest) Grade**.

 <b>DEPARTMENT OF ENERGY</b> Energy Efficiency and Conservation Public Sector Management Division	
<b>PRELIMINARY ENERGY AUDIT REPORT</b>	
<b>Agency Code</b>	: GOCC-39-329-14-1403-0185-001777
<b>Name of Agency</b>	: John Hay Management Corporation
<b>Address</b>	: Office Complex John Hay Special Economic Zone Camp John Hay, Baguio City 2600
<b>Date of Audit</b>	: 23 January 2024
	<input checked="" type="checkbox"/> 1 <sup>st</sup> Audit <input type="checkbox"/> 2 <sup>nd</sup> Audit <input type="checkbox"/> 3 <sup>rd</sup> Audit
<b>Rating</b>	: ★ ★ ★ ★ ★    Rating: A    Score: 97.4%

This achievement is also part of the new Other Conditions and Requirement (OCR) starting CY 2023, where the GOCCs are required to comply with the conditions and requirements of the EEC Act as certified/ validated by the Department of Energy (DOE) as stated under Section 12 (j) of the GCG MC No. 2023-01.

## A.6 Powerlist Philippines Team

On **11 January 2024**, the JHMC received an award as one of the Legal 500 General Counsel (GC) Powerlist Philippines Team. Joining the ranks of major corporations from both the public and private sectors, the JHMC received this prestigious award in recognition of its contribution towards innovation and global standards among legal departments in the Philippines.





## A.7 Freedom of Information

For its **7<sup>th</sup> consecutive year**, the 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 2023.



JHMC has been a consistent recipient of the COC **since 2017**. This is a testament that JHMC upholds to the highest degree the constitutional right of the people to information on matters of public concern.

## A.8 Prioritization of Stakeholders

### A.8.1 Customer Welfare

#### a. New and/or Amended Policies

##### ✓ *Contract Preparation and Monitoring Policy*

Effective **28 October 2024**, the consolidated policy to integrate the existing Contract Preparation Policy and the proposed Contract Management Policy rolled into Contract Preparation and Monitoring Policy (CPMP) with penal provisions.

This policy contains the Compliance Checklist (for non-procurement-related contracts), processing time, and the necessary quarterly Contract Preparation Monitoring Reports and the Contract Monitoring Compliance Report.

✓ ***Policy for the Conduct of Fairs or Bazaars in Camp John Hay***

This Policy and Guidelines applies to all fairs and bazaars conducted within Camp John Hay effective **25 November 2024**.

The purpose is to establish a clear framework for organizing fairs and bazaars that encompasses all relevant Stakeholders involved in the planning, coordination, participation and regulation of these events, including Concessionaires, Locators and the JHMC.

✓ ***Amended Policy on Recruitment, Selection and Hiring***

The JHMC recruits and retains competent Employees to provide an efficient and effective service to its Stakeholders. This is achieved through the application of a detailed and transparent recruitment, selection and placement procedures, including guidelines on Equal Employment Opportunity Principle (EEOP).

This amended Policy took effect on **09 December 2024**.

✓ ***Amended Policy on Code of Discipline***

Consistent with the JHMC's updated Vision and Mission statements, the JHMC promotes discipline among its Employees in order to maintain productive, safe, and pleasant working conditions.

As Employees of public trust, every JHMC Employee shall at all times adhere to laws, policies, rules, and regulations, as well as comply with competencies and performance standards to ensure proper decorum and maintain the JHMC quality management system.

This is to ensure that all Employees are accountable to the people, serving with utmost responsibility, integrity, loyalty, honesty and efficiency, and are acting with patriotism and justice.

This amended Policy took effect on **09 December 2024**.

✓ ***Amended Anti-Sexual Harassment Policy***

Pursuant to the Republic Act No. 7877 or "The Anti-Sexual Harassment Act of 1995" and the Republic Act No. 11313 or "The Safe Spaces Act of 2019" and its Implementing Rules and Regulations (IRR), the guidelines to govern the prevention of sexual harassment and the procedures for the resolution, settlement and/or dispute of sexual harassment cases were updated.

This Policy is to afford protection to all its Employees (regardless of gender, sexual orientation, level, function, seniority, or other protected characteristics from sexual harassment) while ensuring equal work opportunities for all, and upholding the dignity of every human person, and full respect of human rights.

This amended Policy took effect on **23 December 2024**.

✓ *Updated JHMC Citizen's Charter*

As a result of the process review and streamlining efforts, the Office of the Building Official (OBO) and the Legal Department sought the approval of its updated processes. The updated processes is effective starting **21 March 2024** under Board Resolution No. 2024-0321-048 while the OBO is effective since **February 2024**.

The Updated Citizen's Charter, aside from the Revised Whistleblowing Policy, includes the Customer Feedback and Redress Mechanism for the Clients Feedback.

**b. Asset Disposition: Camp John Hay Community Redevelopment Project (formerly called the Barangay Segregation Program or the BSP)**

The Project is an ongoing initiative of the BCDA and JHMC which aims to address informal settlers within the John Hay Reservation Area (JHRA) and portions of the John Hay Special Economic Zone (JHSEZ).

It validates occupants based on historical census data and aims to allocate home lots to legitimate owners, protect the forest watershed, and support infrastructure projects.

The program aims to generate revenue for BCDA and JHMC through an approved payment scheme. It is implemented in three phases: titled properties, untitled properties pending special patent applications, and CALT/CADT areas dependent on a Supreme Court **decision**.

✓ *BARANGAY HILLSIDE*

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

Out of the six (6) subdivision and individual survey plans submitted to the Land Registration Authority (LRA) for evaluation and approval, **three (3) were approved in February and May 2024**.

On **11 July 2024**, these subdivision and individual lot plans were submitted to the LRA Registry of Deeds – Baguio City for the cancellation of the corresponding Transfer Certificates of Title and the issuance of derivative titles for portions of Barangay Hillside.





JOHN HAY MANAGEMENT CORPORATION  
a member of The BCDA Group

	TCT Nos.	Lot Nos.	Area (Sq.m)	No. of Lots
1	TCT 018-2017000283	Lot 1-A-1, Psd-E2014002254	2,245	8
2	TCT 018-2017000292	Lot 1-A-10, Psd-E2014002254	354	3
3	TCT 018-2017000293	Lot 1 – A – 11, Psd – E2014002254	2,065	3
Total				14

The remaining three (3) plans are still undergoing evaluation and review, with additional compliance documents submitted by JHMC in **May 2024**.

	TCT Nos.	Lot Nos.	Area (Sq.m)	No. of Lots
1	TCT 018-2017000284	Lot 1-A-2, Psd-E2014002254	3,672	12
2	TCT 018-2017000286	Lot 1-A-4, Psd-E2014002254	2,357	10
3	TCT 018-2017000288	Lot 1-A-6, Psd-E2014002254	1,979	10
				32

The project has an **accumulated completion rate of sixty percent (60%)** of the activities, in line with the Consulting Services Contract.

- ii. ***Draft Executive Order (E.O.) Declaring Portions of the Bases Conversion and Development Authority (BCDA) Property, A Portion of the John Hay Reservation Area, situated in Barangay Hillside, Baguio City as Residential Site and Providing for Its Disposition to Qualified Occupants and Beneficiaries***

This draft E.O. was resubmitted under the PBBM Administration in **July 2024**. The OP subsequently requested the DENR to provide an evaluation, comments, and recommendations regarding the proposed Executive Order.

In its memorandum, DENR-CAR clarified that the subject property under the jurisdiction of BCDA is a titled property, and therefore, **DENR does not have jurisdiction over it**. However, the DENR-CAR referred to the OGCC opinion, which suggested that the segregation program of Camp John Hay be declared a Socialized Housing Site. It also recommended amending the designation of the area from a Residential Site to a Socialized Housing Site.

In **August 2024**, the BCDA and JHMC jointly prepared the draft Executive Order that will serve as the enabling law for the segregation of Barangays Hillside, Upper Dagsian, Country Club Village, and Greenwater Village. The draft was **reviewed by the BCDA Legal Services Department in October 2024** and is currently awaiting presentation to and approval by the BCDA Board of Directors.

✓ **PHASE 1 (TITLED PROPERTIES): REMAINING BARANGAYS**

On **06 May 2024**, the revised survey returns for the Subdivision and Individual Lot Survey for the following lots were **finalized and subsequently approved by BCDA in October 2024**. These plans were then submitted to the LRA for final approval:

- 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.

**ii. Mapping, Data Gathering, Validation and Verification**

Barangay	Validated No. of Structure-Owner	No. of In Order per Mapping & Data Gathering	Percentage
Portion of Greenwater Village	36	24	66.66 %
Portion of Country Club Village	49	30	61.22 %
Portion of Upper Dagsian	26	18	69.23 %
	<b>111</b>	<b>72</b>	

✓ **PHASE 2 (UNTITLED PROPERTIES)**

**iii. Mapping, Data Gathering, Validation and Verification**


Barangay	Validated No. of Structure-Owner	No. of In Order per Mapping & Data Gathering	Percentage
Portion of Greenwater Village	242	49	20.24%
Portion of Sta. Escolastica	25	7	28.00%
Portion of Upper Dagsian	71	12	16.90%
Portion of Outlook Drive	25	7	28.00%
Portion of Lucnab	59	2	3.39%
Portion of Country Club	330	82	24.84%
	<b>752</b>	<b>159</b>	

**✓ GENERAL ASSEMBLY WITH THE AFFECTED BARANGAYS: 09-12 JULY 2024**

To strengthen collaboration and reaffirm commitment to the CJH Community Redevelopment Project, the JHMC hosted various meetings with the concerned Barangay Officials.

Date	Activity	Remarks
21 June 2024	Met with the Liga ng mga Barangay President.	Venue: Bell House, Historical Core, Camp John Hay, Baguio City
09 July 2024	Preliminary Meeting for the General Assembly involving BCDA, JHMC, barangay officials, and structure owners, in collaboration with the Liga ng mga Barangay.	Venue: Bell House, Historical Core, Camp John Hay, Baguio City
10 July 2024	1 <sup>st</sup> day of the General Assembly attended by representatives of BCDA and JHMC, Liga ng mga Barangay Heads, Officials and Structure Owners within Barangays of <b>Barangay Greenwater, Sta. Escolastica &amp; Upper Dagsian</b> in Camp John Hay. 	Venue: JHMC Office Complex, JHSEZ, Camp John Hay, Baguio City
11 July 2024	2 <sup>nd</sup> day of the General Assembly attended by representatives of BCDA and JHMC, Liga ng mga Barangay Heads, Officials and Structure Owners within Barangays of <b>Barangay Outlook Drive, Lucnab, &amp; Country Club</b> . 	Venue: JHMC Office Complex, JHSEZ, Camp John Hay, Baguio City



		
12 July 2024	3 <sup>rd</sup> day of the General Assembly attended by representatives of BCDA and JHMC, Liga ng mga Barangay Heads, Officials and Structure Owners within Barangays of <b>Barangay Happy Hallow, Loakan Liwanag, Loakan Proper, Loakan Apugan, Lower Dagsian, and Camp 7.</b>	Venue: JHMC Office Complex, JHSEZ, Camp John Hay, Baguio City

✓ **IMMERSION ACTIVITIES WITH THE AFFECTED BARANGAYS**

To further demonstrate their commitment to the concerned Communities, series of immersion activities were organized by BCDA and JHMC.

Date	Activity	Remarks
September to November 2024	Immersion Activities organized by BCDA and JHMC	Covered Barangays: Greenwater Village, Country Club Village, Upper Dagsian, Outlook Drive, Sta. Escolastica, Hillside, and Lucnab.

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

The SBHP is at **92.02%** (150 out of 163) complete in terms of the release of Transfer Certificate of Title (TCT) to Beneficiaries. The remaining 13 Awardees are pending due to incomplete documentation and/or unresolved issues.

The Arbitration and Awards Committee is set to address remaining beneficiary concerns.



*Awarding of Transfer Certificate of Title (TCT) to the Heirs of Sps. Juanito and Nemesia Ponsones, a beneficiary of the Scout Barrio Housing Project (SBHP) on 10 July 2024.*

#### **d. Land Asset Management**

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

The 258.7614 hectare – SP application is pending re-evaluation of the DENR – CAR.

The BCDA JHMC applications were returned to the DENR due to identified issues, concerns, and additional supporting documents during the evaluation by the ODESGA. In response, the BCDA-JHMC submitted the necessary supporting documents and comments to the DENR-CAR **on 11 November 2024**.

Once completed, the DENR-CAR will endorse the same to the DENR Central Office for subsequent forwarding to the Office of the President.

The **217.7382-hectare** SPA remains on hold, awaiting the resolution regarding the title cancellation and reversion cases

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

Per monitoring and inventory, about **220 hectares** of the BCDA land in CJH were issued with **53 Certificates of Ancestral Land (CALTs) and one (1) Certificate of Domain Title (CADT)**.

The JHMC has endorsed to BCDA the supporting documents for the filing of reversion cases for these CALTs. **36** of which were filed for the cancellation of the title and reversion by the BCDA through the Office of the Solicitor General (OSG).

**18** CALTs have not been filed for cancellation of title and reversion.