

Strategic Priorities:

1. Environmental protection;
2. Revenue generation through traditional and ecotourism development;
3. Human resource development (internal and external);
4. Building and enhancing relationships with internal and external stakeholders;
5. Safe and secure environment; and,
6. Responsible use of resources.

2025 was a year of transformation and renewed purpose for the John Hay Management Corporation (JHMC). Following the handover of the 247-hectare portion of the John Hay Special Economic Zone (JHSEZ) to the Bases Conversion and Development Authority (BCDA), with JHMC as its implementing arm, our Board, Management, and General Staff embraced the challenge with determination and unwavering commitment. Their collective efforts not only strengthened our operations but also paved the way for new opportunities and innovations, reflecting JHMC’s dedication to excellence and meaningful impact for the community and stakeholders we serve. I am honored to present JHMC’s achievement for CY 2025, highlighting the key milestones that ensured continuity during this period of transition.

I. ON CUSTOMER/ STAKEHOLDER & SOCIAL IMPACT PERSPECTIVE

JHMC’s diverse stakeholders include Office of the President/ National Government, Congress, National Government Agencies (NGAs), Bases Conversion and Development Authority (BCDA), BCDA Subsidiaries, Local Government Units (LGUs), Regulatory Bodies, Partner Agencies/ Organizations, 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.

1.1 Customer Satisfaction Measurement

The JHMC achieved an overall rating of **93.42%** in its 2025 Customer Satisfaction Measurement (CSM), reflecting a “Very Satisfactory” adjectival rating. The survey was carried out among JHMC clients by

an independent third-party provider, following the prescribed standards and methodologies of the Anti-Red Tape Authority (ARTA) and the Governance Commission for Government-Owned or Controlled Corporations (GCG).

This result indicates a sustained level of strong performance and reinforces the agency's continued commitment to delivering responsive, reliable, and high-quality services. It highlights JHMC's dedication to meeting client expectations while upholding efficiency, accountability, and value in its operations.

1.2 **ARTA- Report Card Survey**

The Report Card Survey Awards (RCS) recognize government agencies for efficient, citizen-centered service delivery under the Ease of Doing Business Law (RA 11032).

On 23 October 2025, JHMC was recognized as one of the Top Performing Government Agencies in the 2024 **RCS Survey 2.0** out of the 904 agencies evaluated nationwide. It received a Silver Award garnering a **93.12%** or a "Very Satisfactory" rating.

1.3 **Corporate Governance Scorecard (CGS)**

On 01 December 2025, JHMC secured a place among the top ten highest-performing Government-Owned or Controlled Corporations (GOCCs), achieving an outstanding **99%** rating in the Corporate Governance Scorecard (CGS). This accomplishment demonstrates the agency's adherence to the highest standards of transparency, accountability, and corporate governance.

JHMC's strong performance in the CGS underscores its firm commitment to institutional excellence and responsible public service. The recognition was formally conferred by the Governance Commission for GOCCs (GCG) during the 2025 GCG Awards Ceremony for the 2024 CGS results, held at the Sequoia Hotel Manila Bay.

Top-Ranking GOCCs	
The Corporate Governance Scorecard (CGS) evaluates GOCCs based on international governance benchmarks. 11 GOCCs earned the highest CGS ratings for CY 2024:	
1	Development Bank of the Philippines (DBP)
2	National Electrification Administration (NEA)
3	Philippine Deposit Insurance Corporation (PDIC)
4	Small Business Corporation (SBCorp)
5	Landbank
6	Philippine Reclamation Authority (PRA)
7	LBP Leasing and Finance Corporation (LLFC)
8	Cebu Port Authority (CPA)
9	Government Service Insurance System (GSIS);
10	Clark Development Corporation (CDC); and
11	John Hay Management Corporation (JHMC)

Note: The list of top-ranking GOCCs for the CGCS is arranged in no particular order, as provided by the GCG.

1.4 Performance Scorecard (PES)

1.4.1. 2024 Performance Scorecard

On 10 December 2025, JHMC obtained a revalidated score of **95.25%**, corresponding to an “Outstanding” rating. This result affirms the agency’s strong performance and its adherence to established standards in governance and organizational effectiveness.

1.4.2. 2025 Performance Scorecard

The proposed 2026 GCG-JHMC Performance Evaluation System (PES) was taken up during the Technical Panel Meeting held at the GCG Office in Makati City on 20 December 2025.

Members of the JHMC team participated virtually, while the President and Chief Executive Officer (PCEO), Vice President and Chief Operating Officer (VPCOO), and selected JHMC representatives were present onsite at the GCG Office to engage in the discussions.

1.5 **International Organization for Standardization or ISO Certifications**

1.5.1 **ISO 9001: 2015 (Quality Management System)**

On 06–07 October 2025, JHMC successfully sustained its ISO 9001:2015 Quality Management System certification for its 5th cycle following the required audit by an external certifying body. This milestone highlights the agency’s sustained focus on quality management and effective service delivery to its stakeholders.

1.5.2 **ISO 14001: 2015 (Environmental Management System)**

Subsequently, on 12 December 2025, JHMC also maintained its ISO 14001:2015 Environmental Management System certification for its 3rd cycle. This achievement underscores the organization’s commitment to environmental responsibility and the consistent implementation of sound environmental management practices.

1.6 **Freedom on Information**

The quarterly FOI Reports for CY 2025 were prepared, submitted, and posted on the JHMC website.

JHMC’s continued compliance in this area highlights its firm commitment to transparency and accountability, as well as its dedication to upholding the public’s right to access information on matters of public concern.

1.7 **Gender and Development (GAD)**

On 25 September 2025, JHMC was recognized by the Philippine Commission on Women (PCW) as one of the top-performing agencies in the GAD Budget for 2024.

The agency ranked **10th** among Government-Owned or Controlled Corporations (GOCCs) in terms of highest attributed expenses, underscoring its strong support for gender-responsive programs and reinforcing its role in promoting inclusive and equitable development initiatives.

1.8 **Prioritization of Stakeholders**

1.8.1 **Customer Welfare**

a. New and/or Amended Policies

Policy for the Accreditation of Enterprises Doing Business inside the John Hay Special Economic Zone (JHSEZ)

Policy on the Application and Issuance of Zone Access and Movement Clearances for Local Articles and Workforce in the John Hay Special Economic Zone

Policy on the Submission of Reportorial Requirements by Business Enterprises Doing Business inside the JHSEZ

Policy for the Authority to Operate, Accreditation, Re-accreditation, and Provisional Grant of Entities Doing Business inside the John Hay Special Economic Zone

Revised Guidelines on the Implementation of Common Usage Services (CUSA) Fees

Revised Policy on Whistleblowing and Integrity Program
- JHMC updated its Whistleblowing Policy in 2025 to align with GCG Memorandum Circular No. 2025-01, revising provisions to ensure full compliance with current regulatory standards.

Public Service Continuity Plan (PSCP)

-This was developed in compliance with national government directives. This policy establishes a

framework to ensure the continuous delivery of essential services in the event of disruptions, while strengthening the organization's preparedness and resilience in managing Camp John Hay and the JHSEZ.

Anti-Littering Policy

-The regulatory framework for environmental cleanliness was strengthened with the development and finalization of the Anti-Littering Policy (Version 1) for the JHSEZ.

The Information Systems Strategic Plan (ISSP) for CY 2026–2028

-It was formulated to support the continuous innovation of JHMC's process, programs, and services through ICT-driven solutions aimed at enhancing performance, productivity, reliability, and overall service quality.

Status: Approved by the JHMC Board and submitted to the Department of Information and Communications Technology (DICT) for review and endorsement.

b. Stakeholder Engagement through Quarterly Locators' Meetings

JHMC conducted its quarterly Locators' Meetings in 2025 to engage registered business enterprises, concessionaires, and JHSEZ residents.

These meetings served as a platform to communicate key policy updates, address stakeholder concerns, and ensure continued regulatory compliance during the transition. The inclusion of JHSEZ residents enhanced stakeholder participation and supported a more coordinated and responsive approach to estate management.

Overall, the initiative contributed to maintaining operational stability and stakeholder confidence, underscoring JHMC's commitment to transparency and effective transition

management.

c. Asset Disposition: Camp John Hay Community Redevelopment Project

This program, led by the BCDA and JHMC, addresses the needs of informal settlers in the John Hay area using verified census data from 1991, 2001, and 2012. It aims to provide home lots to qualified occupants, protect the watershed, support infrastructure development, and generate revenue through structured payments.

Implementation is carried out in three phases: (1) titled properties, (2) untitled properties pending Special Patent applications, and (3) areas under CALT/CADT, subject to the resolution of related Supreme Court cases.

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

The Scout Barrio Housing Project has reached a **92.64%** completion rate, with 151 out of 163 awardees already receiving their Transfer Certificates of Title (TCTs).

On 16 December 2025, the TCT was formally awarded to the Heirs of Tabligan.

The remaining twelve (12) beneficiaries have yet to receive their TCTs due to incomplete documentation and unresolved issues.

e. Land Asset Management

▪ **Special Patent Application (SPA) for the BCDA Land**

The 258.7614-hectare Special Patent Application (SPA) is still awaiting re-evaluation by the DENR–Land Management Bureau after BCDA–JHMC and DENR–CAR jointly submitted clarification reports and supporting documents, in

compliance with directives from the Office of the President – Office of the Deputy Executive Secretary for General Administration (ODESGA).

Meanwhile, the 217.7382-hectare SPA remains on hold pending the resolution of title cancellation and reversion cases filed by BCDA through the Office of the Solicitor General (OSG).

- **Ancestral Land Claim within Camp John Hay**

As of the latest inventory, the National Commission on Indigenous Peoples (NCIP) has issued a total of 53 Certificates of Ancestral Land Title (CALTs) and one Certificate of Ancestral Domain Title (CADT), covering around 220 hectares or about 38% of the BCDA property within Camp John Hay.

JHMC continues to support the BCDA by providing technical assistance and documentation. Out of the issued CALTs, 36 are currently involved in ongoing title cancellation and reversion cases filed by BCDA through the Office of the Solicitor General (OSG). In addition, documentation for nine CALTs has already been prepared to facilitate the filing of appropriate cases in 2025.

1.8.2 **Customer Health and Safety**

a. Biodiversity Maintenance: Sanitation Tree Cutting and Pruning Operations

In maintaining the ecological balance and ensuring public safety within the Camp, tree mortality management remained a priority. A total of **60** dead and hazardous trees, including Benguet pines, were cut and properly disposed of due to safety risks and pest infestation concerns, with a portion requiring emergency action within the JHSEZ.