

JOHN HAY MANAGEMENT CORPORATION (JHMC)
Revalidated Result of 2017 Performance Scorecard

Component					Target	Submission		GCG Validation		Supporting Documents	GCG Remarks
Objective / Measure		Formula	Wt.	Rating Scale	2017	Actual	Rating	Score	Rating		
SOCIAL IMPACT	SO 1	Develop Camp John Hay as a Premier Tourist and Investment Destination									
	SM 1	Number of New Locators or Projects Signed	Number of new locators or projects	10.0%	Actual / Target x Weight	3 New Projects	3 (IHG, EO, MyJOBS)	10%	3 (Spouses Reyes, M.Y.J.O.B, and SCRPI)	10%	<ul style="list-style-type: none">Contract of Lease with Spouses ReyesAddendums to Contract of Lease with Spouses ReyesContract of Lease with M.Y.J.O.B Events and ExhibitsLease Agreement between JHMC, BCDA, and SC Reservations (Philippines), Inc.Secretary's Certificate for JHMC Board Resolution No. 2017-0424-058 dated 16 June 2017Secretary's Certificate for BCDA Board Resolution No. 2018-01-041 dated 16 April 2018Cushman and Wakefield /SCRPI electronic mail

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											<u>dated 13 December 2017 re: acceptance of lease terms and conditions</u>	<u>(3) SC Reservation Philippines Inc. (SCRPI) for five (5) years.</u>
	SM 2	Number of Jobs Generated in the JHSEZ	Absolute number	10%	Actual / Target x Weight	5,800	5,830	10%	5,830	10%	<ul style="list-style-type: none">Internal Memorandum from SEZAD to Corporate Planning re SEZAD 2017 Annual ReportEmployment Report by SEZAD Manager2017 Monthly/Quarterly Employment Reports by the JHSEZ locators	Request reconsideration for is <u>ACCEPTED.</u>
	SM 3	Gross Sales of Business Enterprises Within the JHSEZ	Absolute number	5%	Actual / Target x Weight	₱950 Million	967,475,905	5%	₱967,475,905	5%	<ul style="list-style-type: none">Summary of Locators' Gross Sales by SEZAD Manager2017 Monthly Locators' Sales Report (January to December)2017 COA Audited Financial Statements and Accompanying Notes to FS	Request reconsideration for is <u>ACCEPTED.</u>

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ST AK	SO 2	Ensure Sustainable Multiple Use of the Forest Watershed										
	SM 4	Compliance of JHMC to National Ambient Air Quality Standards on Particulate Matter 10 (PM10) Within the JHSEZ	Number of tests which resulted in Good Air Quality (0-54µncm) / Total number of tests	5%	5 or More Tests with a Result of Good Air Quality: Actual / Target x Weight 3 Tests with a Result of Bad Air Quality: 0.00%	100% (8/8) of the tests resulted Good Quality	100% or 8 out of 8 tests resulted in Good Air Quality Index (Average PM 10 for CY 2017 = 28 µg/m3)	5%	100% (8/8) of the tests resulted Good Quality	5%	• Results from DENR-EMB on Quarterly Readings of Air Quality	Acceptable.
	Sub-total		30%				30%		30%			
ST AK	SO 3	Enforce Efficient and Effective Regulation in the JHSEZ and JHRA										

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FIN AN	SM 5	Stakeholders' Satisfaction Survey	Number of stakeholders who rated Excellent or Very Satisfactory / Total number of stakeholders surveyed	10%	All or Nothing	92% of the Respondents rated JHMC as Excellent and/or Very Satisfactory	92.79% of the Respondents Rated JHMC as Excellent and/or Very Satisfactory (1,532/1,651)	10%	92.76% of the Respondents Rated JHMC as Excellent and/or Very Satisfactory (1,589/1,713)	10%	<ul style="list-style-type: none">• Environmental Awareness Activities Summary of Results and Accomplished Survey Questionnaires• Quarterly Internal Customers Satisfaction Feedback Summary of Results and Accomplished Survey Questionnaires• External Customer Satisfaction Feedback Summary of Results and Accomplished Survey Questionnaires	Review of supporting documents revealed a difference between the reported accomplishment and the GCG's validated count, which was based on the evaluation of the submitted supporting documents. Nonetheless, the same does not significantly affect the rating of JHMC, which still exceeded the target.
	Sub-total			10%				10%		10%		
SO 4 Increase JHMC Revenue to Attain Financial Viability												

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						2017	Actual	Rating	Score	Rating		
	SM 6	Increase Internally Generated Revenue of JHMC	Actual amount in Million Pesos	10%	Higher than or Equal to 2016 Actual Revenue: Actual / Target x Weight Lower than 2016 Actual Revenue: 0.00%	P9 Million	P9,015,836	10%	P9,015,836	10%	<ul style="list-style-type: none"> 2017 COA Audited Financial Statements and Accompanying Notes to FS 2017 Monthly Report of Collections and Deposits – General Funds (January to December) 	Request reconsideration for is <u>ACCEPTED</u> .
	SM 7	Zone Revenue Collection Efficiency (includes Business Center for CUSA collection)	Actual Collection / Total Zone Revenue for the year	10%	All or Nothing	100%	100%	10%	103.20%	10%	<ul style="list-style-type: none"> Quarterly Estate Performance Revenue / Expense Reports, as submitted to BCDA 	Request reconsideration for is <u>ACCEPTED</u> .
	Sub-total			20%				20%		20%		
INTERNAL PROCESS	SO 5 Improve Efficiency and Effectiveness of Processes											
	SM 8	Issuance of ISO 14001 Environmental Management System	Board-Approved Environmental Management System	10%	All or Nothing	Board-Approved Environmental Management System (Attain ISO 14001:2015 Certification by 2018)	The Contract for the Consultancy Services was for the Development of the JHMC-EMS Certifiable to ISO 14001:2015 was awarded	0%	None	0%	<ul style="list-style-type: none"> Summary of Accomplished Tasks Completed Staff Work Form for Procurement of Consultancy Services Draft Contract for Consultancy Services 	Target not met.

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							to GAIA South, Incorporated				<ul style="list-style-type: none"> Secretary's Certificate of Board Resolution No. 2017-0424-061 Approving the TOR and Draft Contract for EMS 	
	SM 9	Percentage of Permits to Operate (PTO) for Business Enterprises in the JHSEZ from the Date of Receipt of Complete Requirements Within the Applicable Processing Period	Total number of requests processed within TAT ¹ / Total requests made	10%	Actual / Target x Weight	100% of requests processed within the applicable time	100% of requests processed within applicable time (94 PTOs were renewed within 15 minutes / 94 total PTO requests)	10%	100% of requests processed within applicable time (94 PTOs were renewed within 15 minutes / 94 total PTO requests)	10%	<ul style="list-style-type: none"> Logbook of Issuances of Permits to Operate with signatures Issued Permits to Operate for renewal of existing business 	Request reconsideration <u>ACCEPTED</u> . for is
Sub-total			20%					10%		10%		
LEARNING AND GROWTH	SO 6	Establish Quality Management System										
	SM 10	ISO Certification for all Processes	ISO 9001:2008 Certification	7.5%	All or Nothing	Passed Surveillance Audit (Re-certification of ISO 9001:2008)	JHMC passes the 2 nd Surveillance Audit conducted on 20 February 2018, with six (6) observations recorded by the Certifying Body with no	7.5%	Passed Surveillance Audit (Re-certification of ISO 9001:2008)	7.5%	<ul style="list-style-type: none"> Audit Report issued by AJA Registrars 	Acceptable

¹ Application for new business/start-up – 7 calendar days; Renewal of existing business – 15 minutes

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						Major or Minor Non-conformity.					
SO 7 Improve Technology and Infrastructure Support											
SM 11	Number of Processes Automated	Board-Approved ICT Road Map	5%	All or Nothing	Development of a Board-Approved ICT Road Map	The ICT Roadmap was presented and approved by the JHMC-BOD on August 29, 2017.	5%	Board-Approved ICT Road Map	5%	<ul style="list-style-type: none"> Secretary's Certificate for Board Resolution No. 2017-0829-152 dated 10 November 2017 ICT Roadmap Minutes of the 29 August 2017 Board meeting 	Request reconsideration for is <u>ACCEPTED</u> .
SO 8 Improve Knowledge and Skills, Professionalism and Career Development											
SM 12	Alignment of HR Policies with the Established Competency Model	Board-Approved Competency Baseline	7.5%	All or Nothing	Assess and Establish Competency Baseline of the Organization	On 20 November 2017, the proposed JHMC Competency baseline was approved subject to monthly review and update.	7.5%	Assess and Establish Competency Baseline of the Organization, approved by the Board	7.5%	<ul style="list-style-type: none"> Competency Model and Competency Baseline Competency Matrices Report on result of Competency Assessment Competency Assessment forms Secretary's Certificate of Board Resolution No. 2017-1120-203 dated 20 December 2017 	Request reconsideration for is <u>ACCEPTED</u> . Based on the competency assessment conducted by JHMC during the year, two (2) out of fifty-two (52), or 3.85% met the required competencies.

Revalidated Result of 2017 Performance Scorecard (Annex A)

Component					Target	Submission		GCG Validation		Supporting Documents	GCG Remarks
Objective / Measure			Formula	Wt.	Rating Scale	2017	Actual	Rating	Score	Rating	
											• Minutes of the 20 November 2017 Board meeting
Sub-total				20%				20%		20%	
TOTAL				100%				90%		<u>90%</u>	