

JOHN HAY MANAGEMENT CORPORATION (JHMC)
Revalidation Result of the 2021 Performance Scorecard

Component						JHMC Submission		GCG Validation		Supporting Documents	Remarks	
Objective/Measure		Formula	Weight	Rating System	Target	Actual	Rating	Actual	Rating			
CUSTOMERS/STAKEHOLDERS & SOCIAL IMPACT	SO 1	John Hay as a Premier Tourist and Investment Destination										
	SM 1	Number of New Locators or Developmental Projects ¹ Signed	Absolute Number	10%	(Actual / Target) x Weight	5	3	6%	3	6%	<ul style="list-style-type: none">Copies of Permit to Operate (PTO) Issued	Acceptable.
	SM 2	Number of Jobs Generated in the JHSEZ	Total Number of Jobs Generated by Locators for the Year / 12 Months	10%	(Actual / Target) x Weight	4,720	5,484	10%	5,485	10%	<ul style="list-style-type: none">Summary of Employment Reports for 2021Employment Reports Generated from SEZRISEmployment Reports Submitted by Locators	Acceptable. Total employment for 2021 reached 65,819.
	SM 3	Gross Sales of Business Enterprises Within the JHSEZ	Actual Amount	10%	(Actual / Target) x Weight	₱626 Million	₱661,601,003.42	10%	₱661.601 Million	10%	<ul style="list-style-type: none">Consolidated Locators' Sales ReportLocators' Monthly Sales Report	Acceptable.
	SO 2	Ensure Sustainable Multiple Use of Forest Watershed										

¹ Pertains to projects which are designed to generate infrastructure and economic benefits to the JHSEZ.

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	SM 4	Compliance to National Ambient Air Quality Standards on Particulate Matter 10 (PM10) Within the JHSEZ	Number of Tests which Resulted in Good Air Quality (0-54 µg/NCM) / Total Number of Tests	10%	All or Nothing	100% of Tests Resulted in Good Air Quality	<u>100% Tests Resulted in Good Air Quality</u>	10%	<u>100% Tests Resulted in Good Air Quality</u>	<u>10%</u>	<ul style="list-style-type: none">• <u>Certification from the Environmental Management Bureau (EMB) of the Department of Environment and Natural Resources (DENR)</u>• <u>Ambient Air Monitoring Results Report</u>• <u>Raw Data of All the Ambient Air Monitoring Conducted in 2021</u>• <u>Copy of Certificate of Calibration of the Monitoring Equipment</u>• <u>Justification and Chronology of Actions</u>	<p><u>The JHMC requested for the revalidation of the measure.</u></p> <p><u>Upon review of the supporting documents, the Governance Commission was able to validate that the average PM10 of the JHMC in 2021 is 7.02 µg/NCM, which is compliant with National Ambient Air Quality Standards.</u></p>
SO 3 Enforce Efficient and Effective Regulation in the JHSEZ and JHRA												
	SM 5a	Percentage of Satisfied Customers	Number of Respondents Who Rated At Least Satisfactory / Total Number of Respondents	10%	(Actual / Target) x Weight <i>0% = If Less Than 80%</i>	85%	92.67%	10%	92.68%	10%	<ul style="list-style-type: none">• Customer Satisfaction Survey for CY 2021• Samples Questionnaires	<p>Acceptable.</p> <p>Survey only covered locators inside the JHSEZ.</p>

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		Sub-total		50%			46%		46%			
FINANCIAL	SO 4	Increase JHMC Revenues to Attain Financial Viability										
	SM 6	Increase Internally Generated Revenue of JHMC	Actual Amount of Revenue Collections	10%	(Actual / Target) x Weight 0% = If Less Than 50% of the Target Amount	₱8.718 Million	₱11,290,716	10%	₱11.16 Million	10%	<ul style="list-style-type: none">Estate Performance Revenue/ Expense Report (EPRER) for 2021 as Submitted to BCDACollection ReportComputation of Internally Generated Revenue	The validated amount excludes the reported collection for Filinvest Hospitality Corp for 2020.
	SM 7	Zone Revenue Collection Efficiency (Includes Business Center for CUSA Collection)	Actual Collection / Total Zone Revenue Due for Collection (Both to Exclude Advance Payments and Penalties Collected)	10%	(Actual / Target) x Weight 0% = If Less Than 50%	65%	93.63%	10%	73.23%	10%	<ul style="list-style-type: none">Estate Performance Revenue/ Expense Report (EPRER) for 2021 as Submitted to BCDACollection Report	The total due for collection based on the EPRER amounted to ₱66.04 Million. The amount for collection only includes those that are due for 2021, excluding advance payments and penalties. Actual collection per validation amounted to ₱48.36 Million. Actual collection only consists of those programmed to be collected for the year. Computation is attached as Appendix 1.

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		Sub-total		20%				20%		20%		
INTERNAL PROCESS	SO 5	Improve Efficiency and Effectiveness of Process										
	SM 8	Issuance of ISO 14001 Environmental Management System	Actual Accomplishment	5%	All or Nothing	Re-Certification Under ISO 14001:2015 Standards	Passed the Re-Certification Audit Conducted on 28 December 2021	5%	Passed the Re-Certification Audit	5%	<ul style="list-style-type: none">Attestation Certificate Issued by SOCOTEC Certification International	Acceptable. JHMC is directed to publish the EMS Certificate in its website.
	SM 9	Percentage of Regulatory Permits for Business Enterprises Issued Within Applicable Processing Time ¹	Number of Requests Processed Within Applicable Processing Time / Total Number of Requests Received	10%	(Actual / Target) x Weight 0% = If Less Than 90%	100%	97.30% (3,095 out of 3,182) Regulatory Permits for Business Enterprises were Issued Within the Applicable Processing Time	9.73%	Cannot Be Validated	0%	<ul style="list-style-type: none">Revised Summary Report for the Regulatory Permits Issued in 2021Applicable Citizen's ChartersCopies of Issued Permits/ Certificates/ PassesBackend Reports	<u>The JHMC requested for the revalidation of the measure.</u> <u>Upon review of the submitted supporting documents, the CGO-C observed the following:</u> <ul style="list-style-type: none">There were applications that were part of the Generated Backend Report but were not in the submitted Revised Summary Report for the Regulatory Permits; andThe reported turnaround time

¹ The applicable processing time for JHMC's services, including, but not limited to, the issuance of Certificate of Environmental Compliance, Annual Mechanical Engineer Permit, Electrical Engineer Permit, and Permit to Operate (New and Renewal), will depend on JHMC's compliance with Republic Act No. 11032, otherwise known as the Ease of Doing Business and Efficient Government Service Delivery Act of 2018. Processing time begins from the receipt of complete requirements and end upon the issuance of the permit/certification.

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											<p><u>of some transactions could not be validated due to missing and/or invalid date/time in the Generated Backend Report and the Revised Summary Report for the Regulatory Permits.</u></p> <p><u>A summary of the validation of the processing time for Issuance of the Certificate of Environmental Compliance transactions of the JHMC in 2021 is attached as Appendix 2.</u></p>
SO 6	Establish and Maintain the Quality Management System										
SM 10	ISO Certification for All Processes	Actual Accomplishment	5%	All or Nothing	Re-Certification Under ISO 9001:2015 Standards	Passed the Re-Certification Audit Conducted in 03 November 2021	5%	ISO 9001:2015 Certification Maintained	5%	<ul style="list-style-type: none"> Certificate Issued by SOCOTEC Certification International 	<p>Certificate No. SCP000466Q covers the scope of Public Administration, covering JHMC's core processes such as Business Development and Events Management, Provision of Regulatory Services,</p>

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											Forest and Environment Management, and Land and Asset Management.
SO 7	Improve Technology and Infrastructure										
SM 11	Number of Processes Automated	Absolute Number	5%	All or Nothing	1 [Roll-Out/ Implementation of the Environment and Forest Management Information System (EFMIS)]	Orientation and Roll-Out of the System to the End-User was Conducted on 18 November 2021	5%	Roll-Out of Environment and Forest Management Information System (EFMIS)	5%	<ul style="list-style-type: none"> • EFMIS Report/User Manual Submitted by its Third-Party Consultant, MyBusyBee Inc. • Attendance Sheet of the Orientation to the End-User Held on 18 November 2021 • Certificate of Completion and Acceptance • Sample of EFMIS Generated Reports • Screen Captures of the User-Interface 	Acceptable.
	Sub-total		25%				24.73%		15%		

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LEARNING AND GROWTH	SO 8	Improve Knowledge and Skills, Professionalism, and Career Development										
	SM 12	Improvement on the Competency Baseline of the Organization	Actual Accomplishment	5%	All or Nothing	Improve Competency Baseline of the Organization ²	Improved Competency Baseline of the Organization	5%	Competency Baseline of the Organization Improved by 2.04%	5%	<ul style="list-style-type: none">Competency Assessment Report for CY 2021Competency Assessment Matrices for CY 2020 and 2021Individual Competency Assessment Forms	Acceptable. 53 employees met the required competencies per their respective positions, while 3 employees (2 newly hired and 1 promoted employee) were identified to have competency gaps which will be addressed in 2022.
		Sub-total		5%				5%		5%		
		TOTAL		100%				95.73%		86%		

² Improvement in the competency baseline of the organization shall pertain to the average percentage of required competencies met which can be computed using the following formula:

$$\frac{\sum_{a=1}^B \left[\frac{\sum_{A=1}^a \left(\frac{\text{Actual Competency Level}}{\text{Required Competency Level}} \right)}{A} \right]}{B}$$

where: a = Competency required, A = Total number of competencies required of position, b = Personnel profiled, B = Total number of personnel profiled.