

## JOHN HAY MANAGEMENT CORPORATION

Component					Baseline Data		Target		
Objective/Measure		Formula	Weight	Rating System	2016	2017	2018	2019	
CUSTOMERS/STAKEHOLDERS/SOCIAL IMPACT	SO 1	John Hay as a Premier Tourist and Investment Destination							
	SM 1	Number of New Locators or Developmental Projects <sup>1</sup> Signed	Absolute number	10%	(Actual / Target) x Weight	1	2	4	4
	SM 2	Number of Jobs Generated in the JHSEZ	Absolute number	10%	(Actual / Target) x Weight	5,523	Insufficient documents	6,300	6,300
	SM 3	Gross Sales of Business Enterprises within the JHSEZ	Absolute number	10%	(Actual / Target) x Weight	₱870.93 Million	Insufficient documents	₱1.048 Billion	₱1.152 Billion
	SO 2	Ensure Sustainable Multiple Use of the Forest Watershed							
	SM 4	Compliance to National Ambient Air Quality Standards on Particulate Matter 10 (PM10) within the JHSEZ	Number of tests which resulted to Good Air Quality (0-54µg/NCM) / Total number of tests	10%	All or nothing	100% of tests resulted in Good Air Quality	100% of tests resulted in Good Air Quality	100% of tests resulted in Good Air Quality	100% of tests resulted in Good Air Quality
	SO 3	Enforce Efficient and Effective Regulation in JHSEZ and JHRA							
	SM 5	Percentage of Satisfied Customers	Number of respondents who rated at least Satisfactory / Total number of respondents	10%	(Actual / Target) x Weight  0% = If less than 80%	N/A	92.76%	92%	90%
		Sub-total		50%					

<sup>1</sup> Pertains to projects which are designed to generate infrastructure and economic benefits to the JHSEZ.

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FINANCIAL	SO 4	Increase JHMC Revenues to Attain Financial Viability							
	SM 6	Increase Internally Generated Revenue of JHMC	Actual amount	10%	(Actual / Target) x Weight  0% = If less than ₱9 Million	₱7.96 Million	Insufficient documents	₱10.35 Million	₱11.90 Million
	SM 7	Zone Revenue Collection Efficiency (Includes Business Center for CUSA Collection)	Actual collection / Total Zone Revenue due for collection	10%	(Actual / Target) x Weight  0% = If less than 95%	100%	Insufficient documents	100%	100%
		Sub-total		20%					
	SO 5	Improve Efficiency and Effectiveness of Processes							
INTERNAL PROCESS	SM 8	Issuance of ISO 14001 Environmental Management System	Actual accomplishment	5%	All or nothing	A. Established the Solid Waste Management and Hazardous Waste Management Manuals  B. On-going assessment of the Environmental Impacts of JHMC processes and activities for submission to EMB-CAR	Insufficient documents	Certification under ISO 14001:2015 Standards	Pass Surveillance Audit



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						C. Regulatory and Permitting Review of projects within JHSEZ D. Updating of a Comprehensive Information for Direct Environmental Impacts of projects in JHSEZ			
	SM 9	Percentage of Regulatory Permits for Business Enterprises Issued within Applicable Processing Time <sup>2</sup>	Number of requests processed within applicable processing time / Total number of requests received	10%	(Actual / Target) x Weight  0% = If less than 95%	N/A	Insufficient documents	100%	100%
		<b>Sub-total</b>		<b>15%</b>					
LEARNING AND GROWTH	SO 6	Establish and Maintain Quality Management System							
	SM 10	ISO Certification for all Processes	Actual accomplishment	5%	All or nothing	Maintain ISO Certification	Passed Surveillance Audit (Re-certification of ISO 9001:2008)	Certification under ISO 9001:2015 Standards	Pass Surveillance Audit

<sup>2</sup> The applicable processing time for 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 on the issuance of advice of payment.

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	SO 7	Improve Technology and Infrastructure							
	SM 11	Number of Processes Automated	Absolute number	5%	All or nothing	SEZAD Information System (Phase 2)	Insufficient documents	2 (Roll out / Implementation of Board-approved ICT Disaster Recovery Plan, and Full roll out / Implementation of a Help Desk Information System)	Roll out / Implementation of the Board-approved Voice Over Internet Protocol (VOIP) Communication System
	SO 8	Improve Knowledge and Skills, Professionalism and Career Development							
	SM 12	Percentage of Employees Meeting Required Competencies	Total number of employees meeting required competencies/ Total number of employees	5%	(Actual / Target) x Weight	Established Competency Model	Insufficient documents	Improve Competency Baseline	90% of gaps for competencies on Quality and Environmental Management System identified in the 2018 assessment are addressed
		Sub-total		15%					
		TOTAL		100%					