PHILIPPINE GAMING INDUSTRY SCORECARD
CLARK LICENSEES
1st Quarter 2020

COMPONENT		Objective/Measure	Formula	Weight	2020 Target	WPI (WID)	BILROC (MID)	BIDC (BOX)	PCC (DH)	HS (FGC)	Total	Total	Total 1st Qtr Rating
SOCIAL IMPACT	SO1	**Increase Contribution to Nation Building Efforts**											
	SM1	Formalized corporate social responsibility efforts of CSEZ licensees	Amount allocated / total collection	12%	40% in June; 70% by December	33,922,900	11,840,655	11,564,308	8,927,872	1,762,014	68,017,749	73.44%	12.00%
						36,151,678	22,292,727	25,075,869	7,323,201	1,770,847	92,614,322		
						93.83%	53.11%	46.12%	121.91%	99.50%	73.44%		
	SM2	% of local hires to total hires (*local hires shall mean employees from the region)	Local hires / total hires	8%	75%	531	523	531	493	254	2,312	84.88%	8.00%
						561	560	551	786	276	2,724		
						94.56%	93.39%	96.37%	61.45%	92.03%	84.88%		
			Sub-total	**20%**									20.00%
CUSTOMER	SO2	**Ensure a Conducive Business Environment within a Level Playing Field**											
	SM3	No. of legitimate complaints of customers elevated to PAGCOR	Absolute Number	4%	<=5	0.00	0.00	0.00	0.00	0.00	0.00	0.00%	4.00%
	SM4	% of compliance to annual Certificate of Inspection issued by Clark Development Corporation	Number of tests and permits completed / total number of tests and permits required	9%	100%	47	1	4	4	14	70	98.59%	7.09%
						47	1	5	4	14	71		
						100.00%	100.00%	80.00%	100.00%	100.00%	98.59%		
	SM5	% of security staff with 3 years employment who received security training	Number of security staff with security training / Total Number of Security staff with 3 years of employment	4%	100%	29	29	31	NA	NA	89	100.00%	4.00%
						29	29	31	NA	NA	89		
						100.00%	100.00%	100.00%	NA	NA	100.00%		
	SM6	Licensee satisfaction index (4th quarter)	Average score on a scale from 1 to 5, 5 being the highest	4%	3	4TH QUARTER ONLY							4.00%
			Sub-total	**20%**									19.09%
COMPLIANCE	SO3	**Strengthen Compliance of Licensees to the Regulatory Manuals**											
	SM7	% of notification forms (NF) submitted on time to PAGCOR Notification forms: 1. Installation of additional gaming tables and EGMs 2. Electronic Gaming Machines Game Conversion 3. Marketing Promotion Form	No. of NFs submitted on time / Total NFs	15%	100%	7	3	11	8	8	16	100.00%	15.00%
						7	3	11	8	8	16		
						100.00%	100.00%	100.00%	100.00%	100.00%	100.00%		
	SM8	% of CSEZ Licensees' employees (involved in gaming operations) with a valid gaming employment license (GEL) issued by PAGCOR	No. of new hires and existing employees with GEL / total no. of employees in casino operations	15%	100%	561	560	551	703	276	1,059	99.91%	14.99%
						345	560	551	704	276	1,060		
						100.00%	100.00%	100.00%	99.87%	100.00%	99.91%		
	SM9	% of approved gaming tables capacity installed	Number of gaming tables installed / Number of approved gaming tables capacity	15%	=<100%	70	54	54	85	30	115	37.95%	15.00%
						175	116	92	187	116	303		
						40.00%	46.55%	58.70%	45.45%	25.86%	37.95%		
	SM10	% of approved EGM installed	Number of EGMs installed / Number of approved EGMs capacity	15%	=<100%	440	312	304	559	146	705	35.43%	15.00%
						920	770	654	1,162	828	1,990		
						47.83%	40.52%	46.48%	48.11%	17.63%	35.43%		
			Sub-total	**60%**									59.99%
			TOTAL	**100%**									99.87%