# PHILIPPINE GAMING INDUSTRY SCORECARD
# CLARK LICENSEES
# 1st Quarter 2021

| | COMPONENT | | | | 2021 Target | WPI (WID) | BILRDC (MID) | EIDC (ROY) | DCC (DH) | HS (FGC) | Total | Total | Total 1st Qtr Rating |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | Objective/Measure | Formula | Weight | | | | | | | | | |
| 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 | 39,289,296 | 19,438,780 | 11,564,308 | 8,927,872 | 1,762,013 | **80,982,269** | **63.28%** | 12.00% |
| | | | | | | 48,635,150 | 29,118,786 | 31,686,679 | 16,020,442 | 2,517,162 | **127,978,219** | | |
| | | | | | | **80.78%** | **66.76%** | **36.50%** | **55.73%** | **70.00%** | **63.28%** | | |
| | SM2 | % of local hires to total hires (*local hires shall mean employees from the region) | Local hires / total hires | 8% | 75% | 367 | 349 | 523 | 454 | 369 | **2,062** | **89.73%** | 8.00% |
| | | | | | | 389 | 375 | 543 | 586 | 405 | **2,298** | | |
| | | | | | | **94.34%** | **93.07%** | **96.32%** | **77.47%** | **91.11%** | **89.73%** | | |
| | | | **Sub-total** | **20%** | | | | | | | | | **20.00%** |
| | | | | | wl | | | | | | | | |
| 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** | **0** | **0** | **0** | **0** | | **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 | 8% | 100% | 67 | 2 | **4** | 2 | 13 | **88** | **96.70%** | **7.74%** |
| | | | | | | 67 | 2 | **6** | 2 | 14 | **91** | | |
| | | | | | | **100.00%** | **100.00%** | **66.67%** | **100.00%** | **92.86%** | **96.70%** | | |
| | 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% | 21 | 29 | 30 | **NA** | **NA** | **80** | **100.00%** | **4.00%** |
| | | | | | | 21 | 29 | 30 | **NA** | **NA** | **80** | | |
| | | | | | | **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 QTR ONLY** | | | | | | | 0.00% |
| | | | **Sub-total** | **20%** | | | | | | | | | **15.74%** |
| COMPLIANCE | SO3 | **Strengthen Compliance of Licensees to the Regulatory Manuals** | | | | | | | | | | | |
| | SM7 | % of notification forms (NF) submitted on time to PAGCOR<br>Notification forms:<br>1. Installation of additional gaming tables and EGMs (2/13)<br>2. Electronic Gaming Machines Game Conversion (11)<br>3. Marketing Promotion Form (33) | No. of NFs submitted on time / Total NFs | 15% | 100% | 25 | 9 | 11 | 9 | 2 | **56** | **100.00%** | 15.00% |
| | | | | | | 25 | 9 | 11 | 9 | 2 | **56** | | |
| | | | | | | **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% | 389 | 375 | 543 | **583** | **306** | **2,196** | **99.51%** | **14.93%** |
| | | | | | | 146 | 375 | 543 | **586** | **312** | **1,962** | | |
| | | | | | | **100.00%** | **100.00%** | **100.00%** | **99.49%** | **98.08%** | **99.51%** | | |
| | SM9 | % of approved gaming tables capacity installed | Number of gaming tables installed / Number of approved gaming tables capacity | 15% | =<100% | 68 | 54 | 54 | 119 | 30 | **325** | **47.38%** | 15.00% |
| | | | | | | 175 | 116 | 92 | 187 | 116 | **686** | | |
| | | | | | | **38.86%** | **46.55%** | **58.70%** | **63.64%** | **25.86%** | **47.38%** | | |
| | SM10 | % of approved EGM installed | Number of EGMs installed / Number of approved EGMs capacity | 15% | =<100% | 546 | 312 | 304 | 562 | 146 | **1,870** | **43.15%** | 15.00% |
| | | | | | | 920 | 770 | 654 | 1,162 | 828 | **4,334** | | |
| | | | | | | **59.35%** | **40.52%** | **46.48%** | **48.36%** | **17.63%** | **43.15%** | | |
| | | | **Sub-total** | **60%** | | | | | | | | | **59.93%** |
| | | | **TOTAL** | **100%** | | | | | | | | | **95.66%** |