PHILIPPINE GAMING INDUSTRY PERFORMANCE SCORECARD
CLARK LICENSEES
1st Quarter

COMPONENT		Objective/Measure	Formula	Weight	Targets	WPI (HAN)	BILRDC (MID)	EIDC (ROY)	DCC (DH)	MS (FGC)	Total	Total	Total 1st Quarter 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	47,460,588.11	23,290,957.57	10,931,341.26	8,927,872.09	3,011,921.75	93,622,680.78	53.68%	12.000%
						57,348,969.28	41,085,244.20	38,190,548.60	32,331,730.50	5,451,694.52	174,408,187.10		
						82.76%	56.69%	28.62%	27.61%	55.25%	53.68%		
	SM2	% of local hires to total hires (*local hires shall mean employees from the region)	Local hires / total hirees	8%	75%	655	365	520	533	350	2,423	85.62%	8.00%
						829	393	543	670	395	2,830		
						79.01%	92.88%	95.76%	79.55%	88.61%	85.62%		
			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	0	0	0	0	-		4.00%
	SM4	% of compliance to annual Certificate of Inspection issued by Clark Development Corporation	Number of health and safety requirements undertaken / Number of required health & safety	8%	100%	68	3	4	1	14	90	97.83%	7.83%
						68	3	6	1	14	92		
						100.00%	100.00%	66.67%	100.00%	100.00%	97.83%		
	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%	84	29	41	NA	NA	154	100.00%	4.00%
						24	29	41	NA	NA	94		
						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								0.00%
			Sub-total	**20%**									15.83%
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 (2/13) 2. Electronic Gaming Machines Game Conversion (11) 3. Marketing Promotion Form (33)	No. of NFs submitted on time / Total NFs	15%	100%	35	5	6	29	25	100	100.00%	15.00%
						35	5	6	29	25	100		
						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%	829	393	543	668	280	2,713	99.94%	14.99%
						829	393	543	670	280	2,715		
						100.00%	100.00%	100.00%	99.70%	100.00%	99.94%		
	SM9	% of approved gaming tables capacity installed	Number of gaming tables installed / number of approved gaming tables capacity	15%	=<100%	106	54	54	120	30	364	53.06%	15.00%
						175	116	92	187	116	686		
						60.57%	46.55%	58.70%	64.17%	25.86%	53.06%		
	SM10	% of approved EGM installed	Number of EGMS installed / Number of approved EGMs capacity	15%	=<100%	868	312	304	562	146	2,192	50.58%	15.00%
						920	770	654	1,162	828	4,334		
						94.35%	40.52%	46.48%	48.36%	17.63%	50.58%		
			Sub-total	**60%**									59.99%
			TOTAL	**100%**									95.82%