PHILIPPINE GAMING INDUSTRY PERFORMANCE SCORECARD
CLARK LICENSEES
1st Quarter

COMPONENT														
		Objective/Measure	Formula	Weight	Targets	WPI (HANN)	BILRDC (MID)	EIDC (ROY)	DCC (DH)	CASINO PLUS (FGC)	UHRI (NRC)	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	56,067,716.95	30,242,088.00	21,028,341.26	23,141,383.00	11,370,208.00	280,800.00	142,130,537.21	52.76%	12.000%
						106,052,976.30	49,400,628.40	45,398,807.30	45,174,109.50	11,601,551.72	11,764,830.70	269,392,903.92		
						52.87%	61.22%	46.32%	51.23%	98.01%	2.39%	52.76%		
	SM2	% of local hires to total hires (*local hires shall mean employees from the region)	Local hires / total hirees	8%	75%	1,295	363	1,080	876	634	1,080	5,328	93.65%	8.00%
						1,421	395	1,119	988	663	1,103	5,689		
						91.13%	91.90%	96.51%	88.66%	95.63%	97.91%	93.65%		
			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	-	-	-	-	-	-	-		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%	139	2	6	1	13	1	162	99.39%	7.95%
						139	2	6	1	14	1	163		
						100.00%	100.00%	100.00%	100.00%	92.86%	100.00%	99.39%		
	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%	23	0	45	24	14	n/a	106	78.52%	3.14%
						23	29	45	24	14	n/a	135		
						100.00%	0.00%	100.00%	100.00%	100.00%		78.52%		
	SM6	Licensee satisfaction index (4th quarter)	Average score on a scale from 1 to 5, 5 being the highest	4%	3									
			Sub-total	20%										15.09%
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 (2/13) 2. Electronic Gaming Machines Game Conversion (11) 3. Marketing Promotion Form (33)	No. of NFs submitted on time / Total NFs	15%	100%	47	9	62	27	17	29	191	100.00%	15.00%
						47	9	62	27	17	29	191		
						100.00%	100.00%	4.00%	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%	1,349	395	1,119	988	395	642	4,888	99.40%	14.91%
						834	395	1,119	988	395	666	4,397		
						100.00%	100.00%	100.00%	100.00%	100.00%	96.40%	99.40%		
	SM9	% of approved gaming tables capacity installed	Number of gaming tables installed / number of approved gaming tables capacity	15%	=<100%	171	54	111	134	25	133	628	38.20%	15.00%
						449	116	298	187	116	478	1,644		
						38.08%	46.55%	37.25%	71.66%	21.55%	27.82%	38.20%		
	SM10	% of approved EGM installed	Number of EGMS installed / Number of approved EGMs capacity	15%	=<100%	918	312	770	493	144	758	3,395	41.23%	15.00%
						1,250	770	1,660	1,162	828	2,564	8,234		
						73.44%	40.52%	46.39%	42.43%	17.39%	29.56%	41.23%		
			Sub-total	60%										50.91%
			TOTAL	100%										95.00%