

**PHILIPPINE GAMING INDUSTRY SCORECARD  
CLARK CASINOS  
2nd Quarter 2019**

		COMPONENT			2019 Target	Total	Total 2nd Qtr Rating
		Objective/Measure	Formula	Weight			
SOCIAL IMPACT	<b>SO1</b>	<b>Increase Contribution to Nation Building Efforts</b>					
	SM1	Formalized corporate social responsibility efforts of CSEZ licensees	Amount allocated / total collection	5%	40% in June; 70% by December	34.54%	4.32%
	SM2	% of local hires to total hires (*local hires shall mean employees from the region)	Local hires / total hires	15%	75%	93.65%	15.00%
		<b>Sub-total</b>		<b>20%</b>			<b>19.32%</b>
<b>SO2 Ensure a Conducive Business Environment within a Level Playing Field</b>							
CUSTOMER	SM3	No. of legitimate complaints of customers elevated to PAGCOR	Absolute Number	4%	<=5	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%	97.33%	7.79%
	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%	100.00%	4.00%
	SM6	Licensee satisfaction index (4th quarter)	Average score on a scale from 1 to 5, 5 being the highest	4%	3	-	0.00%
		<b>Sub-total</b>		<b>20%</b>			<b>15.79%</b>
<b>SO3 Strengthen Compliance of Licensees to the Regulatory Manuals</b>							
COMPLIANCE	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%	100.00%	15.00%
	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%	100.00%	15.00%
	SM9	% of approved gaming tables capacity installed	Number of gaming tables installed / Number of approved gaming tables capacity	15%	=<100%	53.68%	15.00%
	SM10	% of approved EGM Installed	Number of EGMS installed / Number of approved EGMS capacity	15%	=<100%	39.59%	15.00%
		<b>Sub-total</b>		<b>60%</b>			<b>60.00%</b>
<b>TOTAL</b>				<b>100%</b>			<b>95.10%</b>