PHILIPPINE GAMING INDUSTRY PERFORMANCE SCORECARD
CLARK LICENSEES
2nd Quarter

		COMPONENT			2021 Target	WPI (WID)	BILRDC (MID)	EIDC (ROY)	DCC (DH)	HS (FGC)	Total	Total	Total 2nd Quarter 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	41,289,296.35	25,438,780.00	11,564,308.26	8,927,872.09	1,762,013.75	88,982,270.45	69.53%	12.000%
						48,635,150.50	29,118,786.00	31,686,679.20	16,020,442.00	2,517,162.92	127,978,220.62		
						84.90%	87.36%	36.50%	55.73%	70.00%	69.53%		
	SM2	%of local hires to total hires (*local hires shall mean employees from the region)	Local hires / total hires	8%	75%	387	356	520	448	369	2,080	90.00%	8.00%
						409	386	540	571	405	2,311		
						94.62%	92.23%	96.30%	78.46%	91.11%	90.00%		
			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%	67	2	6	2	14	91	100.00%	8.00%
						67	2	6	2	14	91		
						100.00%	100.00%	100.00%	100.00%	100.00%	100.00%		
	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%									16.00%
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%	23	6	4	14	6	53	100.00%	15.00%
						23	6	4	14	6	53		
						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%	409	386	540	568	298	2,201	99.57%	14.94%
						206	386	540	569	304	2,005		
						100.00%	100.00%	100.00%	99.82%	98.03%	99.57%		
	SM9	%of approved gaming tables capacity installed	Number of gaming tables installed / number of approved gaming tables capacity	15%	=<100%	68	54	54	116	30	322	46.94%	15.00%
						175	116	92	187	116	686		
						38.86%	46.55%	58.70%	62.03%	25.86%	46.94%		
	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%									59.94%
			TOTAL	100%									95.94%