PHILIPPINE GAMING INDUSTRY PERFORMANCE SCORECARD
CLARK LICENSEES
2nd Quarter

COMPONENT		Objective/Measure	Formula	Weight	Targets	WPI (HAN)	BILRDC (MID)	EIDC (ROY)	DCC (DH)	HS (FGC)	Total	Total	Total 2nd 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	47,616,650.71	26,995,701.57	20,131,341.26	13,327,872.00	11,370,208.00	119,441,773.54	68.48%	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		
						83.03%	65.71%	52.71%	41.22%	208.56%	68.48%		
	SM2	% of local hires to total hires (*local hires shall mean employees from the region)	Local hires / total hirees	8%	75%	885	355	510	620	313	2,683	89.34%	8.00%
						992	380	533	753	345	3,003		
						89.21%	93.42%	95.68%	82.34%	90.72%	89.34%		
			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	1	1	1.00	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%	145	3	6	1	14	169	100.00%	8.00%
						145	3	6	1	14	169		
						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%	23	29	39	20	12	123	96.09%	3.84%
						23	29	44	20	12	128		
						100.00%	100.00%	88.64%	100.00%	100.00%	96.09%		
	SM6	Licensee satisfaction index (4th quarter)	Average score on a scale from 1 to 5, 5 being the highest	4%	3								
			Sub-total	20%									15.84%
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%	34	7	3	19	14	77	100.00%	15.00%
						34	7	3	19	14	77		
						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%	992	380	543	753	281	2,949	100.00%	15.00%
						591	380	543	753	281	2,548		
						100.00%	100.00%	100.00%	100.00%	100.00%	100.00%		
	SM9	% of approved gaming tables capacity installed	Number of gaming tables installed / number of approved gaming tables capacity	15%	=<100%	149	54	53	130	30	416	60.64%	15.00%
						175	116	92	187	116	686		
						85.14%	46.55%	57.61%	69.52%	25.86%	60.64%		
	SM10	% of approved EGM installed	Number of EGMS installed / Number of approved EGMs capacity	15%	=<100%	868	312	292	499	146	2,117	48.85%	15.00%
						920	770	654	1,162	828	4,334		
						94.35%	40.52%	44.65%	42.94%	17.63%	48.85%		
			Sub-total	60%									60.00%
			TOTAL	100%									95.84%