PHILIPPINE GAMING INDUSTRY PERFORMANCE SCORECARD
CLARK LICENSEES
2nd Quarter

COMPONENT		Objective/Measure	Formula	Weight	Targets	WPI (HANN)	BILRDC (MID)	EIDC (ROY)	DCC (DH)	CASINO PLUS (FGC)	UHRI (NRC)	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	58,566,522.95	30,737,868.00	21,028,341.26	23,141,283.00	11,370,206.00	280,800.00	145,125,123.21	53.87%	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		
						55.22%	62.22%	46.32%	51.23%	98.01%	2.39%	53.87%		
	SM2	% of local hires to total hires (*local hires shall mean employees from the region)	Local hires / total hirees	8%	75%	1,269	398	1,102	909	576	1,175	5,449	94.54%	8.000%
						1,406	429	1,140	1,007	589	1,193	5,764		
						91.68%	92.77%	96.67%	90.27%	97.79%	98.49%	94.54%		
			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	4	5	1	13	1	163	98.79%	7.90%
						139	4	6	1	14	1	165		
						100.00%	100.00%	83.33%	100.00%	92.86%	100.00%	98.79%		
	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%	24	n/a	49	25	14	n/a	112	100.00%	4.00%
						24	n/a	49	25	14	n/a	112		
						100.00%		100.00%	100.00%	100.00%		100.00%		
	SM6	Licensee satisfaction index (4th quarter)	Average score on a scale from 1 to 5, 5 being the highest	4%	3							#DIV/0!	#DIV/0!	#DIV/0!
			Sub-total	20%										15.90%
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%	51	11	29	21	15	41	168	100.00%	15.00%
						51	11	29	21	15	41	168		
						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%	1,406	429	1,140	1,007	466	779	5,227	100.00%	15.00%
						864	429	1,140	1,007	466	779	4,685		
						100.00%	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%	176	54	107	124	25	157	653	39.72%	15.00%
						449	116	268	167	116	478	1,644		
						39.20%	46.55%	39.91%	71.66%	21.55%	32.85%	39.72%		
	SM10	% of approved EGM installed	Number of EGMS installed / Number of approved EGMs capacity	15%	=<100%	966	309	800	529	148	760	3,514	42.68%	15.00%
						1,250	770	1,660	1,162	828	2,564	8,234		
						77.44%	40.13%	48.19%	45.52%	17.87%	29.64%	42.68%		
			Sub-total	60%										60.00%
			TOTAL	100%										95.90%