PHILIPPINE GAMING INDUSTRY PERFORMANCE SCORECARD
CLARK LICENSEES
2nd Quarter 2024

COMPONENT		Objective/Measure	Formula	Weight	Targets	WPI (HANN)	BILRDC (MID)	EIDC (ROY)	DCC (DH)	CASINO PLUS (FGC)	UHRI (NRC)	Total	Total	Total 2nd Quarter 2024 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	102,507,340.29	32,284,389.90	22,878,842.06	18,741,383.00	10,120,300.00	27,173,380.51	**213,705,635.76**	50.68%	12.000%
						160,725,045.42	60,104,282.40	80,806,434.00	59,127,635.50	16,606,538.22	44,265,489.07	**421,635,424.61**		
						63.78%	**53.71%**	**28.31%**	**31.70%**	**60.94%**	**61.39%**	**50.68%**		
	SM2	% of local hires to total hires (*local hires shall mean employees from the region)	Local hires / total hirees	8%	75%	1,560	421	1,262	1,006	770	1,359	**6,378**	95.79%	8.00%
						1,715	445	1,282	1,018	822	1,376	**6,658**		
						90.96%	**94.61%**	**98.44%**	**98.82%**	**93.67%**	**98.76%**	**95.79%**		
			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						**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%	98	6	5	1	13	1	**124**	99.20%	7.94%
						98	6	6	1	13	1	**125**		
						100.00%	**100.00%**	**83.33%**	**100.00%**	**100.00%**	**100.00%**	**99.20%**		
	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%	74	n/a	47	28	17	N/A	**166**	100.00%	4.00%
						74	n/a	47	28	17	N/A	**166**		
						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									0.00%
			Sub-total	**20%**										15.94%
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%	55	8	24	16	31	48	**182**	100.00%	15.00%
						55	8	24	16	31	48	**182**		
						100.00%	**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%	1,715	445	1,282	1,018	707	1,078	**6,245**	100.00%	15.00%
						1,715	445	1,282	1,018	707	1,078	**6,245**		
						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%	231	50	114	142	33	193	**763**	46.41%	15.00%
						449	116	298	187	116	478	**1,644**		
						51.45%	**43.10%**	**38.26%**	**75.94%**	**28.45%**	**40.38%**	**46.41%**		
	SM10	% of approved EGM installed	Number of EGMS installed / Number of approved EGMs capacity	15%	=<100%	966	308	353	550	150	756	**3,083**	36.09%	15.00%
						1,250	770	1,968	1,162	828	2,564	**8,542**		
						77.28%	**40.00%**	**17.94%**	**47.33%**	**18.12%**	**29.49%**	**36.09%**		
			Sub-total	**60%**										60.00%
			TOTAL	**100%**										95.94%