

**PHILIPPINE GAMING INDUSTRY SCORECARD
CLARK CASINOS
2nd Quarter 2017**

		COMPONENT			2017 Target	Total	Total 2nd Qtr Rating
Objective/Measure		Formula	Weight				
SOCIAL IMPACT	SO1	Increase Contribution to Nation Building Efforts					
	SM1	Formalized corporate social responsibility efforts of CSEZ licensees (4th quarter only)	Amount allocated / Total collection	5%	Registration with SEC of a Foundation by each Licensee		
	SM2	% of local hires to total hires (*local hires shall mean employees from the region)	Local hires / total hires	15%	75%	91.82%	15%
	Sub-total				20%		15%
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	4%
	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%	100.00%	8%
	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%	36.92%	1.48%
	SM6	Licensee satisfaction index (4th quarter) *To be developed	Average score on a scale from 1 to 5, 5 being the highest	4%	3%		
Sub-total				20%		13.48%	
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. Electronic Gaming Machines Game Conversion 3. Marketing Promotion Form	No. of NFs submitted on time / Total NFs	15%	100%	97.14%	15%
	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%	126.36%	15%
	SM9	% of approved gaming tables capacity installed	Number of gaming tables installed / Number of approved gaming tables capacity	15%	=<100%	53.31%	15%
	SM10	% of approved EGM installed	Number of EGMs installed / Number of approved EGMs capacity	15%	=<100%	67.08%	15%
Sub-total				60%		60%	
TOTAL				100%		88.48%	

* The achievable perfect score for the first quarter is only 91% since SM1 & SM6 is only graded during the 4th quarter

**The decrease of 2.52% in SM5 was due to the low number of security staff who have undergone security training as of the 2nd quarter

***WPI 1st Quarter report for SM9 should be 51/60 not 51/284