

**PHILIPPINE GAMING INDUSTRY SCORECARD  
CLARK CASINOS  
3rd Quarter 2017**

		COMPONENT			2017 Target	Total	Total 3rd Qtr Rating
Objective/Measure		Formula	Weight				
SOCIAL IMPACT	<b>SO1 Increase Contribution to Nation Building Efforts</b>						
	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%	92.40%	15.00%	
	<b>Sub-total</b>		<b>20%</b>			<b>15.00%</b>	
CUSTOMER	<b>SO2 Ensure a Conducive Business Environment within a Level Playing Field</b>						
	SM3 No. of legitimate complaints of customers elevated to PAGCOR	Absolute Number	4%	<=5	0.00%	4.00%	
	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%	8.00%	
	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%	92.75%	3.71%	
	SM6 Licensee satisfaction index (4th quarter)	Average score on a scale from 1 to 5, 5 being the highest	4%	3%			
			<b>20%</b>			<b>15.71%</b>	
COMPLIANCE	<b>SO3 Strengthen Compliance of Licensees to the Regulatory Manuals</b>						
	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%	100.00%	15.00%	
	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%	100.00%	15.00%	
	SM9 % of approved gaming tables capacity installed	Number of gaming tables installed / Number of approved gaming tables capacity	15%	=<100%	41.41%	15.00%	
	SM10 % of approved EGM installed	Number of EGMs installed / Number of approved EGMs capacity	15%	=<100%	70.14%	15.00%	
	<b>Sub-total</b>		<b>60%</b>			<b>60.00%</b>	
<b>TOTAL</b>			<b>100%</b>			<b>90.71%</b>	

\*The achievable perfect score for the 3rd Quarter of 2017 is only 91.00% since SM1 and SM6 in only graded every 4th Quarter of the year