PHILIPPINE GAMING INDUSTRY SCORECARD
CLARK LICENSEES
3RD Quarter 2020

COMPONENT		Objective/Measure	Formula	Weight	2020 Target	WPI (WID)	BILRDC (MID)	EIDC (ROY)	DCC (DH)	HS (FGC)	Total	Total	Total 3RD Qtr 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	37,922,900	15,530,855	11,564,308	8,927,872	1,762,014	75,707,949	81.75%	12.00%
						36,151,678	22,292,727	25,075,869	7,323,201	1,770,847	92,614,322		
						104.90%	69.67%	46.12%	121.91%	99.50%	81.75%		
	SM2	% of local hires to total hires (*local hires shall mean employees from the region)	Local hires / total hires	8%	75%	305	346	527	619	249	2,046	94.16%	8.00%
						324	380	547	645	277	2,173		
						94.14%	91.05%	96.34%	95.97%	89.89%	94.16%		
			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	0	0.00	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%	38	1	6	1	14	60	100.00%	8.00%
						38	1	6	1	14	60		
						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%	3	29	31	NA	NA	63	79.75%	3.19%
						19	29	31	NA	NA	79		
						15.79%	100.00%	100.00%	NA	NA	79.75%		
	SM6	Licensee satisfaction index (4th quarter)	Average score on a scale from 1 to 5, 5 being the highest	4%	3	4TH QUARTER ONLY							4.00%
			Sub-total	20%									19.19%
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%	19	7	8	1	-	35	100.00%	15.00%
						19	7	8	1	-	35		
						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%	113	380	547	642	256	1,938	98.45%	14.77%
						113	380	547	643	277	1,960		
						100.00%	100.00%	100.00%	99.84%	92.42%	98.45%		
	SM9	% of approved gaming tables capacity installed	Number of gaming tables installed / Number of approved gaming tables capacity	15%	=<100%	70	54	54	85	30	293	42.71%	15.00%
						175	116	92	187	116	686		
						40.00%	46.55%	58.70%	45.45%	25.86%	42.71%		
	SM10	% of approved EGM installed	Number of EGMs installed / Number of approved EGMs capacity	15%	=<100%	446	312	304	561	146	1,769	40.82%	15.00%
						920	770	654	1,162	828	4,334		
						48.48%	40.52%	46.48%	48.28%	17.63%	40.82%		
			Sub-total	60%									59.77%
			TOTAL	100%									98.96%