PHILIPPINE GAMING INDUSTRY PERFORMANCE SCORECARD
CLARK LICENSEES
3rd Quarter

COMPONENT		Objective/Measure	Formula	Weight	2021 Target	WPI (WID)	BILRDC (MID)	EIDC (ROY)	DCC (DH)	HS (FGC)	Total	Total	Total 3rd 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	43,640,629.35	19,994,913.00	10,931,466.26	8,927,872.09	1,762,013.75	**85,256,894.45**	66.62%	12.000%
						48,635,150.50	29,118,786.00	31,686,679.20	16,020,442.00	2,517,162.92	**127,978,220.62**		
						89.73%	**68.67%**	**34.50%**	**55.73%**	**70.00%**	**66.62%**		
	SM2	% of local hires to total hires (*local hires shall mean employees from the region)	Local hires / total hirees	8%	75%	408	354	530	428	381	**2,101**	90.48%	8.00%
						435	382	552	558	395	**2,322**		
						93.79%	**92.67%**	**96.01%**	**76.70%**	**96.46%**	**90.48%**		
			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**	**-**		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%	68	5	6	1	14	**94**	100.00%	8.00%
						68	5	6	1	14	**94**		
						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%	25	29	36	NA	NA	**90**	100.00%	4.00%
						21	29	25	NA	NA	**75**		
						100.00%	**100.00%**	**100.00%**	**NA**	**NA**	**100.00%**		
	SM6	Licensee satisfaction index (4th quarter)	Average score on a scale from 1 to 5, 5 being the highest	4%	3	**4TH QTR ONLY**						-	0.00%
			Sub-total	20%									16.00%
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%	20	13	2	9	6	**50**	100.00%	15.00%
						20	13	2	9	6	**50**		
						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%	435	382	552	558	298	**2,225**	99.96%	14.99%
						219	382	552	559	298	**2,010**		
						100.00%	**100.00%**	**100.00%**	**99.82%**	**100.00%**	**99.96%**		
	SM9	% of approved gaming tables capacity installed	Number of gaming tables installed / number of approved gaming tables capacity	15%	=<100%	68	54	54	119	30	**325**	47.38%	15.00%
						175	116	92	187	116	**686**		
						38.86%	**46.55%**	**58.70%**	**63.64%**	**25.86%**	**47.38%**		
	SM10	% of approved EGM installed	Number of EGMS installed / Number of approved EGMs capacity	15%	=<100%	554	312	294	562	146	**1,868**	43.10%	15.00%
						920	770	654	1,162	828	**4,334**		
						60.22%	**40.52%**	**44.95%**	**48.36%**	**17.63%**	**43.10%**		
			Sub-total	60%									59.99%
			TOTAL	100%									95.99%