PHILIPPINE GAMING INDUSTRY PERFORMANCE SCORECARD
CLARK LICENSEES
3rd Quarter

COMPONENT		Objective/Measure	Formula	Weight	Targets	WPI (HANN)	BILRDC (MID)	EIDC (ROY)	IDCC (DH)	HS (FGC)	UHRI (NRC)	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	51,616,650.71	29,845,701.57	20,131,341.26	13,327,872.00	11,370,208.00	NA	126,291,773.54	72.41%	12.00%
						57,348,969.28	41,085,244.20	38,190,548.60	32,331,730.50	5,451,694.52	NA	174,408,187.10		
						90.00%	72.64%	52.71%	41.22%	208.56%		72.41%		
	SM2	% of local hires to total hires (*local hires shall mean employees from the region)	Local hires / total hirees	8%	75%	1,054	354	550	694	412	1,054	4,078	92.87%	8.00%
						1,103	381	570	823	436	1,078	4,391		
						91.93%	92.91%	96.49%	84.33%	94.50%	97.77%	92.87%		
			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	0	0	0	2	0	3	3.00	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%	145	1	6	1	12	1	166	98.81%	7.90%
						145	1	6	1	14	1	168		
						100.00%	100.00%	100.00%	100.00%	85.71%	100.00%	98.81%		
	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%	22	29	39	22	12	N/A	124	95.38%	3.82%
						22	29	45	22	12	N/A	130		
						100.00%	100.00%	86.67%	100.00%	100.00%		95.38%		
	SM6	Licensee satisfaction index (4th quarter)	Average score on a scale from 1 to 5, 5 being the highest	4%	3									
			Sub-total	20%										15.72%
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%	22	13	3	17	10	18	83	100.00%	15.00%
						22	13	3	17	10	18	83		
						100.00%	100.00%	4.00%	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%	1,103	381	570	821	354	592	3,821	98.42%	14.76%
						603	381	570	821	354	654	3,389		
						100.00%	100.00%	100.00%	100.00%	100.00%	90.52%	98.42%		
	SM9	% of approved gaming tables capacity installed	Number of gaming tables installed / number of approved gaming tables capacity	15%	=<100%	149	54	50	135	19	81	488	33.94%	15.00%
						449	116	92	187	116	478	1,438		
						33.18%	46.55%	54.35%	72.19%	16.38%	16.95%	33.94%		
	SM10	% of approved EGM installed	Number of EGMS installed / Number of approved EGMs capacity	15%	=<100%	920	312	260	500	145	766	2,903	42.40%	15.00%
						869	770	654	1,162	828	2,564	6,846		
						105.99%	40.52%	39.76%	43.03%	17.51%	29.88%	42.40%		
			Sub-total	60%										59.76%
			TOTAL	100%										95.48%