PHILIPPINE GAMING INDUSTRY SCORECARD
CLARK LICENSEES
4TH Quarter 2020

		COMPONENT			2020 Target	WPI (WID)	BILRDC (MID)	EIDC (ROY)	DCC (DH)	HS (FGC)	Total	Total	Total 4TH Qtr Rating
		Objective/Measure	Formula	Weight									
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	37,690,750	16,453,760	11,564,308	8,927,872	1,762,013	**76,398,723**	82.49%	12.00%
						36,151,677	22,292,727	25,075,868	7,323,201	1,770,846	**92,614,319**		
						104.26%	**73.81%**	**46.12%**	**121.91%**	**99.50%**	**82.49%**		
	SM2	% of local hires to total hires (*local hires shall mean employees from the region)	Local hires / total hires	8%	75%	299	334	527	368	374	**1,902**	85.60%	8.00%
						321	362	547	591	401	**2,222**		
						93.15%	**92.27%**	**96.34%**	**62.27%**	**93.27%**	**85.60%**		
			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%	67	1	4	2	14	**88**	97.78%	7.82%
						67	1	6	2	14	**90**		
						100.00%	**100.00%**	**66.67%**	**100.00%**	**100.00%**	**97.78%**		
	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%	21	29	31	**NA**	**NA**	**81**	100.00%	4.00%
						21	29	31	**NA**	**NA**	**81**		
						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	**3**	**4**	**4**	**4**	**4**	**4**		4.00%
			Sub-total	**20%**									**19.82%**
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%	45	4	6	5	6	**66**	100.00%	15.00%
						45	4	6	5	6	**66**		
						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%	321	362	545	587	295	**2,110**	98.54%	14.78%
						321	362	545	591	316	**2,135**		
						100.00%	**100.00%**	**100.00%**	**99.32%**	**93.35%**	**98.54%**		
	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%	546	312	304	562	146	**1,870**	43.15%	15.00%
						920	770	654	1,162	828	**4,334**		
						59.35%	**40.52%**	**46.48%**	**48.36%**	**17.63%**	**43.15%**		
			Sub-total	**60%**									**59.78%**
			TOTAL	**100%**									**99.60%**