PHILIPPINE GAMING INDUSTRY PERFORMANCE SCORECARD
CLARK LICENSEES
4th Quarter

COMPONENT		Objective/Measure	Formula	Weight	2021 Target	WPI (HAN)	BILRDC (MID)	EIDC (ROY)	DCC (DH)	HS (FGC)	Total	Total	Total 4th Quarter Rating
SOCIAL IMPACT	SD1	**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	23,290,957.57	10,931,341.26	8,927,872.09	1,762,013.75	88,552,814.02	69.19%	11.862%
						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%	79.99%	34.50%	55.73%	70.00%	69.19%		
	SM2	% of local hires to total hires (*local hires shall mean employees from the region)	Local hires / total hirees	8%	75%	522	355	539	414	346	2,176	81.44%	8.00%
						807	383	561	534	387	2,672		
						64.68%	92.69%	96.08%	77.53%	89.41%	81.44%		
			Sub-total	20%									19.86%
CUSTOMER	SD2	**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	5	1	14	93	98.94%	7.91%
						68	5	6	1	14	94		
						100.00%	100.00%	83.33%	100.00%	100.00%	98.94%		
	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%	65	29	36	NA	NA	130	100.00%	4.00%
						23	29	25	NA	NA	77		
						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	4	4	4	4	5	4	4.25	4.00%
			Sub-total	20%									19.91%
COMPLIANCE	SD3	**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%	53	7	10	19	18	107	100.00%	15.00%
						53	7	10	19	18	107		
						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%	807	383	552	532	287	2,561	99.73%	14.96%
						423	383	552	532	291	2,181		
						100.00%	100.00%	100.00%	100.00%	98.63%	99.73%		
	SM9	% of approved gaming tables capacity installed	Number of gaming tables installed / number of approved gaming tables capacity	15%	=<100%	62	54	54	120	30	320	46.65%	15.00%
						175	116	92	187	116	686		
						35.43%	46.55%	58.70%	64.17%	25.86%	46.65%		
	SM10	% of approved EGM installed	Number of EGMS installed / Number of approved EGMs capacity	15%	=<100%	868	312	304	562	146	2,192	50.58%	15.00%
						920	770	654	1,162	828	4,334		
						94.35%	40.52%	46.48%	48.36%	17.63%	50.58%		
			Sub-total	60%									59.96%
			TOTAL	100%									99.74%