PHILIPPINE GAMING INDUSTRY PERFORMANCE SCORECARD
CLARK LICENSEES
4th Quarter

	COMPONENT														
		Objective/Measure	Formula	Weight	Targets	WPI (HANN)	BILRDC (HID)	EIDC (ROY)	DCC (DH)	CASINO PLUS (FGC)	UHRI (NRC)	Total	Total	Total 4th 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	54,616,650.71	29,972,088.00	21,028,341.26	23,141,383.00	11,370,208.00	-	140,128,670.97	80.35%	12.000%
						57,348,969.28	41,085,244.20	38,190,548.60	32,331,730.50	5,451,694.52	-	174,408,187.10		
						95.24%	72.95%	55.06%	71.57%	208.56%		80.35%		
	SM2	% of local hires to total hires (*local hires shall mean employees from the region)	Local hires / total hirees	8%	75%	1,093	329	970	736	489	1,084	4,701	91.76%	8.00%
						1,208	382	1,006	901	518	1,108	5,123		
						90.48%	86.13%	96.42%	81.69%	94.40%	97.83%	91.76%		
			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	2	-	-	-	-	-	2	2.00	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%	133	7	6	1	12	1	160	98.77%	7.90%
						133	7	6	1	14	1	162		
						100.00%	100.00%	100.00%	100.00%	85.71%	100.00%	98.77%		
	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	43	24	14	N/A	132	100.00%	4.00%
						22	29	43	24	14	N/A	132		
						100.00%	100.00%	100.00%	100.00%	100.00%		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	5	4	5	5	5	4.50	4.00%
			Sub-total	20%										19.90%
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%	52	7	24	23	24	14	144	100.00%	15.00%
						52	7	24	23	24	14	144		
						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%	1,208	382	1,006	901	386	632	4,515	99.37%	14.90%
						673	382	1,006	901	386	657	4,005		
						100.00%	100.00%	100.00%	100.00%	100.00%	96.19%	99.37%		
	SM9	% of approved gaming tables capacity installed	Number of gaming tables installed / number of approved gaming tables capacity	15%	=<100%	162	54	152	135	22	96	621	37.77%	15.00%
						449	116	298	187	116	478	1,644		
						36.08%	46.55%	51.01%	72.19%	18.97%	20.08%	37.77%		
	SM10	% of approved EGM installed	Number of EGMS installed / Number of approved EGMs capacity	15%	=<100%	868	312	800	499	169	766	3,414	41.46%	15.00%
						1,250	770	1,660	1,162	828	2,564	8,234		
						69.44%	40.52%	48.19%	42.94%	20.41%	29.88%	41.46%		
			Sub-total	60%										59.90%
			TOTAL	100%										99.81%