

PHILIPPINE AMUSEMENT AND GAMING CORPORATION

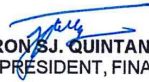
Component								
	Strategic Objective (SO) / (SM) Strategic Measure (SM)	Formula	Weight	Rating System	Rating / Score	Annual Target	2024 Actual	
SOCIAL IMPACT	SO 1	Increase Contribution to National Government Coffers in Nation-Building Efforts						
	SM 1	Payment of Mandatory Contributions	Number of Recipient Agencies Which Received 100% of Mandatory Contributions Due for 2024 / Total Number of Recipient Agencies	25%	(Actual/Target) x Weight	25%	100% Payment of Mandatory Contributions to Recipient Agencies	100% Payment of Mandatory Contributions to Recipient Agencies
	SO 2	Increase Gross Gaming Revenue (GGR) of the Industry						
	SM 2	Total Industry Gross Gaming Revenue	Absolute Amount	25%	(Actual/Target) x Weight	25%	P336.387 Billion	P372.335 Billion
		Sub-Total		50%		50%		
FINANCIAL	SO 3	Increase Revenue and Maintain Profitability of PAGCOR						
	SM 3	Income from Gaming Operations	Absolute Amount	10%	(Actual/Target) x Weight	10%	P81.275 Billion	P97.528 Billion
	SM 4	Net Income After Tax (NIAT)	Net Income - Income Tax	5%	(Actual/Target) x Weight	5%	P5.266 Billion	P16.768 Billion
	SM 5	Collection Efficiency Rate	Total Amount of Collection / Total Amount Due to PAGCOR	5%	(Actual/Target) x Weight	5%	98%	98.14%
	SO 4	Improve Budget Utilization Rate						
	SM 6	Disbursements Budget Utilization Rate	Total Disbursement/ Total DBM-Approved Corporate Operating Budget (Both Net of PS Cost)	5%	(Actual/Target) x Weight	5%	90%	111.53%
		Sub-Total		25%		25%		
STAKEHOLDERS	SO 5	Ensure a Conducive Business Environment within a Level Playing Field						
	SM 7	Percentage of Satisfied Customers	Total Number of Respondents which gave at least Satisfactory Rating/ Total Number of Respondents	5%	(Actual/Target) x Weight If Less Than 80%=0%	5%	90% of Respondents who Rated PAGCOR Satisfactory or Higher	Report on Consolidated Client Satisfaction Measurement was completed as of December 31, 2024 Overall rating on the Satisfaction of Customers availing the GOCC's External Services: 99.99%
		Sub-Total		5%		5%		

INTERNAL PROCESS	SO 6 Improve Products, Services, and Operational Efficiency							
	SM 8	Attain ISO 9001:2015 Certification	Actual Accomplishment	5%	All of Nothing	5%	Retention of ISO 9001:2015 Certification (Pass Surveillance Audit)	<p>4th Quarter 2024 Status: As of December 31, 2024, IQA of seventeen (17) branches/satellites and (44) departments and committees were completed.</p> <p>PAGCOR successfully passed both Surveillance and Extension to Scope audits warranting the eligibility of the currently certified sites, transfer of the Corporate Office to MET Live, and the ten (10) additional Casino Filipino sites for a single multi-site ISO 9001:2015 certification.</p>
	SM 9	Percentage of Applications Processed Within Prescribed Period	Number of Transactions Processed Within the Prescribed Period / Number of Transactions Received with Complete Documents	6%	(Actual/Target) x Weight	6%	100% of Transactions Processed Within the Prescribed Period	100% of Transactions Processed Within the Prescribed Period
	SM 10	Percentage of Completion of the ISSP	Total Number of Deliverables Due for 2024 Attained / Total Number of Deliverables Due for 2024	5%	(Actual/Target) x Weight	5%	100% Attainment of 2024 Deliverables (Based on ISSP 2023-2026 as submitted to/endorsed by the DICT)	100%
	Sub-Total			16%		16%		
LEARNING & GROWTH	SO 7 Enhance Employee Competency and Motivation							
	SM 11	Percentage of Employees with Meeting Required Competencies	Competency Baseline 2024 – Competency Baseline 2023 (where Competency Level = Total Number of Employees with Required Competencies Met/Total Number of Employees)	4%	All or Nothing	4%	Improvement from the 2023 Competency Level	<p>Based on LDD's record, 848 employees attended learning interventions to address competency gaps in related competencies, on the other hand, 252 employees completed external learning events to enhance their target competencies.</p> <p>.47% increase in the Percentage of Employees Required Competencies</p> <p>143.56% for 2023 CAR vs 144.03% for 2024 CAR</p>
		Sub-Total		4%		4%		
	TOTAL			100%		100%		

Certified Correct:


ATTY. LEONCIO JOEL M. BARRAMEDA III
CORPORATE SECRETARY AND COMPLIANCE OFFICER
VICE PRESIDENT II, COMPLIANCE AND GOVERNANCE GROUP

Date: MARCH 20, 2025


SHARON S.J. QUINTANILLA
VICE PRESIDENT, FINANCE GROUP

Date: MARCH 20, 2025

Approved by:


ALEJANDRO H. TENGCO
CHAIRMAN AND CHIEF EXECUTIVE OFFICER

Date: MARCH 26, 2025