

**PHILIPPINE GAMING INDUSTRY SCORECARD  
ENTERTAINMENT CITY LICENSEES  
1<sup>st</sup> Quarter 2016**

COMPONENT			2016	TOTAL	1 <sup>st</sup> Qtr		
Objective/Measure	Formula	Weight	Target		Rating		
<b>SOCIAL IMPACT</b>	<b>SO1</b>	<b>Increase Contribution to Nation Building Efforts</b>					
	SM1	% of collected Cultural Heritage Foundation Fund (CHFF) allocated with approved concept to previous year-end balance	Amount allocated / total collection	12%	40% in June; 70% by December	61.18%	12%
	SM2	% of local hires to total hires	Local hires / total hires	8%	95%	97.43%	8%
		<b>Sub-total</b>		<b>20%</b>			<b>20%</b>
<b>CUSTOMER</b>	<b>SO2</b>	<b>Ensure a Conducive Business Environment within a Level Playing Field</b>					
	SM 3	No. of legitimate complaints of customers elevated to PAGCOR	Absolute Number	4%	0	0	4%
	SM 4	% compliance to health and safety requirements	Number of health and safety requirements undertaken/Number of required health & safety	8%	100%	100%	8%
	SM 5	% 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%	100%	4%
	SM 6	Licensee satisfaction index	Average score on a scale from 1 to 5, 5 being the highest	4%	3		4%
		<b>Sub-total</b>		<b>20%</b>			<b>20%</b>

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<b>COMPLIANCE</b>	<b>SO3</b>	<b>Strengthen Compliance of Licensees to the Regulatory Manuals</b>					
	SM 7	% of notification forms (NF) submitted on time to PAGCOR Notification forms: 1. Installation of additional gaming tables and EGMS 2. Electronic Gaming Machines Game Conversion 3. Marketing Promotion Form	No. of NFs submitted on time / Total NFs	15%	100%	100%	15%
	SM 8	% of Entertainment City Licensees' employees (in casino 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%	87.53%	13.13%
	SM 9	% of approved gaming tables capacity installed	Number of gaming tables installed / Number of approved gaming tables capacity	15%	<= 100%	66.76%	15%
	SM 10	% of approved EGM installed	Number of EGMs installed / Number of approved EGMs capacity	15%	<= 100%	88.18%	15%
		<b>Sub-total</b>		<b>60%</b>			<b>58.13%</b>
	<b>TOTAL</b>		<b>100%</b>			<b>98.13%</b>	