PHILIPPINE GAMING INDUSTRY SCORECARD
ENTERTAINMENT CITY LICENSEES
1st Quarter 2020

		COMPONENT										
		Objective/Measure	Formula	Weight	2020 Target	TIHGI (RWM)	BRHI (SOL)	MRLC (COD)	TRLEI (OKA)	Total	Total	Total 1st Qtr Rating
SOCIAL IMPACT	SO1	**Increase Contribution to Nation Building Efforts**										
	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	1,841,287,256	2,015,198,612	1,126,308,921	164,012,291	5,146,808,080	76.85%	12.00%
						2,316,510,803	2,534,549,417	1,235,491,462	610,793,661	6,697,345,363		
						79.49%	79.51%	91.16%	26.85%	76.85%		
	SM2	% of local hires to total hires	Local hires / total hires	8%	95%	5,363	3,733	5,751	7,411	22,258	98.21%	8.00%
						5,415	3,821	5,833	7,588	22,663		
						99.04%	97.70%	98.49%	97.67%	98.21%		
			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%	0	0	0	0	0	0	0.00%	4.00%
	SM4	% compliance to health and safety requirements	Number of health and safety requirements undertaken / Number of required health & safety	8%	100%	130	80	5	1	216	99.08%	7.99%
						130	82	5	1	218		
						100.00%	97.56%	100.00%	100.00%	99.08%		
	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%	155	166	239	92	652	100.00%	4.00%
						155	166	239	92	652		
						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	4TH QUARTER ONLY						4.00%
			Sub-total	20%								19.99%
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. Electronic Gaming Machines Game Conversion 3. Marketing Promotion Form	No. of NFs submitted on time / Total NFs	15%	100%	42	65	58	89	254	100.00%	15.00%
						42	65	58	89	254		
						100.00%	100.00%	100.00%	100.00%	100.00%		
	SM8	% 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%	5,415	3,821	4,746	5,617	19,599	100.00%	15.00%
						5,415	3,821	4,746	3,715	17,697		
						100.00%	100.00%	100.00%	100.00%	100.00%		
	SM9	% of approved gaming tables capacity installed	Number of gaming tables installed / number of approved gaming tables capacity	15%	=<100%	377	388	300	424	1,489	49.92%	15.00%
						1,241	449	516	777	2,983		
						30.38%	86.41%	58.14%	54.57%	49.92%		
	SM10	% of approved EGM installed	Number of EGMS installed / Number of approved EGMs capacity	15%	=<100%	2,132	2,348	2,615	2,545	9,640	49.05%	15.00%
						5,592	3,781	3,390	6,890	19,653		
						38.13%	62.10%	77.14%	36.94%	49.05%		
			Sub-total	60%								60.00%
			TOTAL	100%								99.93%