PHILIPPINE GAMING INDUSTRY SCORECARD
ENTERTAINMENT CITY LICENSEES
1st Quarter 2021

COMPONENT		Objective/Measure	Formula	Weight	2021 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	1,873,287,255	2,691,600,185	1,424,401,120	376,012,291	**6,365,300,851**	**86.25%**	12.00%
						2,428,990,866	2,786,481,869	1,388,724,401	775,832,488	**7,380,029,624**		
						77.12%	**96.59%**	**102.57%**	**48.47%**	**86.25%**		
	SM2	% of local hires to total hires	Local hires / total hires	8%	95%	4,179	2,808	3,887	5,637	**16,511**	**98.21%**	8.00%
						4,221	2,864	3,955	5,772	**16,812**		
						99.00%	**98.04%**	**98.28%**	**97.66%**	**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%**	7.93%
						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%	80	166	191	286	**723**	**100.00%**	4.00%
						80	166	191	286	**723**		
						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 QTR ONLY**						0.00%
			Sub-total	**20%**								**15.93%**
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%	35	72	31	64	**202**	**100.00%**	15.00%
						35	72	31	64	**202**		
						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%	4,221	2,864	2,984	4,317	**14,386**	**114.51%**	15.00%
						4,221	2,864	2,984	2,494	**12,563**		
						100.00%	**100.00%**	**100.00%**	**173.10%**	**114.51%**		
	SM9	% of approved gaming tables capacity installed	Number of gaming tables installed / number of approved gaming tables capacity	15%	=<100%	383	399	297	424	**1,503**	**50.39%**	15.00%
						1,241	449	516	777	**2,983**		
						30.86%	**88.86%**	**57.56%**	**54.57%**	**50.39%**		
	SM10	% of approved EGM installed	Number of EGMS installed / Number of approved EGMs capacity	15%	=<100%	2,135	2,607	2,215	2,527	**9,484**	**51.94%**	15.00%
						6,774	3,831	3,390	4,263	**18,258**		
						31.52%	**68.05%**	**65.34%**	**59.28%**	**51.94%**		
			Sub-total	**60%**								**60.00%**
			TOTAL	**100%**								**95.93%**