PHILIPPINE GAMING INDUSTRY PERFORMANCE SCORECARD
ENTERTAINMENT CITY LICENSEES
1st Quarter

COMPONENT		Objective/Measure	Formula	Weight	Targets	TIHGI (RWM)	BRHI (SOL)	MRLC (COD)	TRLEI (OKA)	Total	Total	Total 1st Quarter 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	2,315,297,926.91	2,924,422,345.80	1,581,064,746.44	673,012,291.40	**7,493,797,310.55**	92.34%	12.00%
						2,545,498,168.75	3,114,810,357.65	1,508,081,761.19	947,006,726.19	**8,115,397,013.78**		
						90.96%	**93.89%**	**104.84%**	**71.07%**	**92.34%**		
	SM2	% of local hires to total hires	Local hires / total hirees	8%	95%	3,485	2,710	3,651	5,233	**15,079**	98.33%	8.00%
						3,520	2,765	3,706	5,344	**15,335**		
						99.01%	**98.01%**	**98.52%**	**97.92%**	**98.33%**		
			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**	-		4.00%
	SM4	% compliance to health and safety requirements	Number of health and safety requirements undertaken / Number of required health & safety	8%	100%	130	104	5	1	**240**	98.77%	7.90%
						130	107	5	1	**243**		
						100.00%	**97.20%**	**100.00%**	**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%	356	166	176	353	**1,051**	100.00%	4.00%
						356	166	176	353	**1,051**		
						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							0.00%
			Sub-total	**20%**								15.90%
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%	29	84	66	72	**251**	100.00%	15.00%
						29	84	66	72	**251**		
						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%	3,520	2,765	2,607	3,815	**12,707**	100.00%	15.00%
						3,520	2,765	2,607	2,298	**11,190**		
						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%	413	408	294	390	**1,505**	53.65%	15.00%
						1,241	449	516	599	**2,805**		
						33.28%	**90.87%**	**56.98%**	**65.11%**	**53.65%**		
	SM10	% of approved EGM installed	Number of EGMS installed / Number of approved EGMs capacity	15%	=<100%	2,236	2,593	2,333	2,553	**9,715**	45.95%	15.00%
						9,660	3,831	3,390	4,263	**21,144**		
						23.15%	**67.68%**	**68.82%**	**59.89%**	**45.95%**		
			Sub-total	**60%**								60.00%
			TOTAL	**100%**								95.90%