PHILIPPINE GAMING INDUSTRY PERFORMANCE SCORECARD
ENTERTAINMENT CITY LICENSEES
1st Quarter

	COMPONENT				Targets	TIHGI (NWR)	BRHI (SOL)	MRLC (COD)	TRLEI (OKA)	MJCI (WINFORD)	Total	Total	Total 1st Quarter Rating
	Objective/Measure		Formula	Weight									
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	2,366,218,253.16	2,943,668,145.80	1,910,801,796.43	738,337,291.40	N/A	7,959,025,486.79	84.27%	12.00%
						2,758,352,105.45	3,597,912,479.71	1,772,790,331.51	1,316,084,332.57	N/A	9,445,139,249.24		
						85.78%	81.82%	107.78%	56.10%		84.27%		
	SM2	% of local hires to total hires	Local hires / total hirees	8%	95%	4,316	3,199	3,662	5,720	304	17,201	98.47%	8.00%
						4,355	3,266	3,708	5,835	304	17,468		
						99.10%	97.95%	98.76%	98.03%	100.00%	98.47%		
			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	2	-	-	-	-	-	0.00	0.00%
	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	129	369	99.19%	7.94%
						130	107	5	1	129	372		
						100.00%	97.20%	100.00%	100.00%	100.00%	99.19%		
	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%	364	106	199	390	31	1,090	100.00%	4.00%
						364	106	199	390	31	1,090		
						100.00%	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								
			Sub-total	20%									11.94%
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%	45	71	51	88	22	277	100.00%	15.00%
						45	71	51	88	22	277		
						100.00%	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%	4,355	3,266	3,708	4,266	304	15,899	100.00%	15.00%
						4,355	3,266	3,708	2,702	304	14,335		
						100.00%	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%	417	391	261	291	28	1,388	43.03%	15.00%
						1,241	449	516	910	110	3,226		
						33.60%	87.08%	50.58%	31.98%	25.45%	43.03%		
												100.00%	
	SM10	% of approved EGM installed	Number of EGMS installed / Number of approved EGMs capacity	15%	=<100%	2,134	2,619	2,300	2,639	476	10,168	54.84%	15.00%
						3,831	3,831	3,390	6,890	600	18,542		
						55.70%	68.36%	67.85%	38.30%	79.33%	54.84%		
												100.00%	
			Sub-total	60%									60.00%
			TOTAL	100%									91.94%