PHILIPPINE GAMING INDUSTRY PERFORMANCE SCORECARD
ENTERTAINMENT CITY LICENSEES
1st Quarter 2025

COMPONENT					Targets	TIHGI (NWR)	BRHI (SOL)	MRLC (COD)	TRLEI (OKA)	MJCI (WINFORD)	MSPI (LRC)	BRHI(SOLN)	Total	Total	Total 1st Quarter 2025 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	2,823,055,292.46	4,576,146,535.80	2,298,749,133.92	1,783,060,398.26	4,000,000.00	-	-	11,485,011,360.44	92.01%	12.00%
						3,253,205,477.44	4,711,752,448.65	2,381,427,022.23	2,087,118,947.99	28,290,696.50	21,228,258.00	-	12,483,022,850.81		
						86.78%	97.12%	96.53%	85.43%	14.14%	0.00%		92.01%		
	SM2	% of local hires to total hires	Local hires / total hirees	8%	95%	4,218	3,618	3,821	6,287	526	816	2,112	21,398	98.37%	8.00%
						4,265	3,708	3,868	6,417	526	816	2,152	21,752		
						98.90%	97.57%	98.78%	97.97%	100.00%	100.00%	98.14%	98.37%		
			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	2	2.00	0.00%
	SM4	% compliance to health and safety requirements	Number of health and safety requirements undertaken / Number of required health & safety	8%	100%	130	105	5	1	137	36	-	414	100.00%	8.00%
						130	105	5	1	137	36	-	414		
						100.00%	100.00%	100.00%	100.00%	100.00%	100.00%		100.00%		
	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%	291	166	171	345	56	-	110	1,139	100.00%	4.00%
						291	166	171	345	56	-	110	1,139		
						100.00%	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%											12.00%
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%	67	81	56	85	26	39	52	406	100.00%	15.00%
						67	81	56	85	26	39	52	406		
						100.00%	100.00%	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%	4,265	3,708	3,868	3,159	526	816	2,152	18,494	100.00%	15.00%
						4,265	3,708	3,868	3,159	526	816	2,152	18,494		
						100.00%	100.00%	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%	477	387	265	412	36	92	171	1,840	44.03%	15.00%
						1,784	449	516	910	110	118	292	4,179		
						26.74%	86.19%	51.36%	45.27%	32.73%	77.97%	58.56%	44.03%		
	SM10	% of approved EGM installed	Number of EGMS installed / Number of approved EGMs capacity	15%	=<100%	2,361	2,547	2,242	2,635	495	504	2,284	13,068	47.64%	15.00%
						6,944	3,831	3,390	6,890	600	1,416	4,360	27,431		
						34.00%	66.48%	66.14%	38.24%	82.50%	35.59%	52.39%	47.64%		
			Sub-total	60%											60.00%
			TOTAL	100%											92.00%