

**PHILIPPINE GAMING INDUSTRY SCORECARD
ENTERTAINMENT CITY LICENSEES
2nd Quarter 2017**

		COMPONENT			2017 Target	Total %	Total 2nd Qtr 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	62.46%	12%
	SM2	% of local hires to total hires	Local hires / total hires	8%	95%	98.25%	8%
		Sub-total		20%			20%

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	4%
	SM4	% compliance to health and safety requirements	Number of health and safety requirements undertaken / Number of required health & safety	8%	100%	99.62%	7.97%
	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%	100.00%	4%
	SM6	Licensee satisfaction index (4th quarter)	Average score on a scale from 1 to 5, 5 being the highest	4%	3%		
		Sub-total		20%			15.97%

COMPLIANCE	SO1	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%	100.00%	15%
	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%	113.19%	15%
	SM9	% of approved gaming tables capacity installed	Number of gaming tables installed / number of approved gaming tables capacity	15%	=<100%	54.18%	15%
	SM10	% of approved EGM installed	Number of EGMS installed / Number of approved EGMs capacity	15%	=<100%	50.20%	15%
		Sub-total		60%			60%

TOTAL				100%			95.97%
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