PHILIPPINE GAMING INDUSTRY SCORECARD
ENTERTAINMENT CITY LICENSEES
2ND Quarter 2020

		COMPONENT										
		Objective/Measure	Formula	Weight	2020 Target	TIHGI (RWM)	BRHI (SOL)	MRLC (COD)	TRLEI (OKA)	Total	Total	Total 2ND 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	1,841,287,256	2,115,198,612	1,226,309,921	364,012,291	5,546,808,080	82.82%	12.00%
						2,316,510,803	2,534,549,417	1,235,491,482	610,793,661	6,697,345,363		
						79.49%	83.45%	99.26%	59.60%	82.82%		
	SM2	% of local hires to total hires	Local hires / total hires	8%	95%	5,339	3,716	5,735	7,386	22,176	98.25%	8.00%
						5,390	3,804	5,819	7,559	22,572		
						99.05%	97.69%	98.56%	97.71%	98.25%		
			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%	0.00%
	SM4	% compliance to health and safety requirements	Number of health and safety requirements undertaken / Number of required health & safety	8%	100%	130	77	5	1	213	97.71%	7.82%
						130	82	5	1	218		
						100.00%	93.90%	100.00%	100.00%	97.71%		
	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%	33	165	216	92	507	100.00%	4.00%
						33	165	216	92	507		
						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 QUARTER ONLY						4.00%
			Sub-total	20%								15.82%
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. Electronic Gaming Machines Game Conversion 3. Marketing Promotion Form	No. of NFs submitted on time / Total NFs	15%	100%	9	11	7	NA	26	100.00%	15.00%
						9	11	7	NA	26		
						100.00%	100.00%	100.00%	NA	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%	5,390	3,804	4,612	5,616	19,422	110.85%	15.00%
						5,390	3,804	4,612	3,715	17,521		
						100.00%	100.00%	100.00%	151.17%	110.85%		
	SM9	% of approved gaming tables capacity installed	Number of gaming tables installed / number of approved gaming tables capacity	15%	=<100%	326	382	297	424	1,429	47.95%	15.00%
						1,241	449	513	777	2,980		
						26.27%	85.08%	57.89%	54.57%	47.95%		
	SM10	% of approved EGM installed	Number of EGMS installed / Number of approved EGMs capacity	15%	=<100%	444	2,370	2,261	2,545	7,620	44.76%	15.00%
						5,592	3,761	3,390	4,263	17,026		
						7.94%	62.68%	66.70%	59.70%	44.76%		
			Sub-total	60%								60.00%
			TOTAL	100%								95.82%