PHILIPPINE GAMING INDUSTRY PERFORMANCE SCORECARD
ENTERTAINMENT CITY LICENSEES
2nd Quarter

COMPONENT		Objective/Measure	Formula	Weight	2021 Target	TIHGI (RWM)	BRHI (SOL)	MRLC (COD)	TRLEI (OKA)	Total	Total	Total 2nd 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	2,173,287,255.78	2,799,922,345.80	1,574,401,120.91	386,012,291.40	**6,933,623,013.89**	93.95%	12.00%
						2,428,990,866.07	2,786,481,869.23	1,388,724,401.54	775,832,488.83	**7,380,029,625.67**		
						89.47%	**100.48%**	**113.37%**	**49.75%**	**93.95%**		
	SM2	% of local hires to total hires	Local hires / total hires	8%	95%	4,066	2,740	3,833	5,556	**16,195**	98.96%	8.00%
						4,102	2,792	3,897	5,574	**16,365**		
						99.12%	**98.14%**	**98.36%**	**99.68%**	**98.96%**		
			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	80	5	1	**216**	99.08%	7.93%
						130	82	5	1	**218**		
						100.00%	**97.56%**	**100.00%**	**100.00%**	**99.08%**		
	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%	71	166	178	348	**763**	100.00%	4.00%
						71	166	178	348	**763**		
						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 QTR ONLY**						0.00%
			Sub-total	**20%**								15.93%
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%	16	45	57	62	**180**	100.00%	15.00%
						16	45	57	62	**180**		
						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%	4,102	2,792	2,952	4,043	**13,889**	100.00%	15.00%
						4,102	2,792	2,952	2,455	**12,301**		
						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%	385	402	304	432	**1,523**	54.30%	15.00%
						1,241	449	516	599	**2,805**		
						31.02%	**89.53%**	**58.91%**	**72.12%**	**54.30%**		
	SM10	% of approved EGMs installed	Number of EGMS installed / Number of approved EGMs capacity	15%	=<100%	2,325	2,574	2,298	2,538	**9,735**	53.32%	15.00%
						6,774	3,831	3,390	4,263	**18,258**		
						34.32%	**67.19%**	**67.79%**	**59.54%**	**53.32%**		
			Sub-total	**60%**								**60.00%**
			TOTAL	**100%**								**95.93%**