PHILIPPINE GAMING INDUSTRY PERFORMANCE SCORECARD
ENTERTAINMENT CITY LICENSEES
2nd Quarter

COMPONENT												
	Objective/Measure		Formula	Weight	Targets	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	2,334,989,003.16	2,943,668,145.80	1,877,801,796.43	718,012,291.40	7,874,471,236.79	97.03%	12.00%
						2,545,498,168.75	3,114,810,357.65	1,508,081,761.19	947,006,726.19	8,115,397,013.78		
						91.73%	94.51%	124.52%	75.82%	97.03%		
	SM2	% of local hires to total hires	Local hires / total hirees	8%	95%	3,530	2,858	3,591	5,257	15,236	98.35%	8.00%
						3,565	2,925	3,649	5,352	15,491		
						99.02%	97.71%	98.41%	98.22%	98.35%		
			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	106	5	1	242	99.59%	7.97%
						130	107	5	1	243		
						100.00%	99.07%	100.00%	100.00%	99.59%		
	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%	386	166	203	451	1,206	100.00%	4.00%
						386	166	203	451	1,206		
						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%								15.97%
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%	49	57	51	70	227	100.00%	15.00%
						49	57	51	70	227		
						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%	3,565	2,925	2,773	3,799	13,062	100.00%	15.00%
						3,565	2,925	2,773	2,276	11,539		
						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%	436	395	269	306	1,406	45.12%	15.00%
						1,241	449	516	910	3,116		
						35.13%	87.97%	52.13%	33.63%	45.12%		
	SM10	% of approved EGM installed	Number of EGMS installed / Number of approved EGMs capacity	15%	=<100%	2,233	2,585	2,285	2,691	9,794	41.20%	15.00%
						9,660	3,831	3,390	6,890	23,771		
						23.12%	67.48%	67.40%	39.06%	41.20%		
			Sub-total	60%								60.00%
			TOTAL	100%								95.97%