PHILIPPINE GAMING INDUSTRY PERFORMANCE SCORECARD
ENTERTAINMENT CITY LICENSEES
2nd Quarter 2025

COMPONENT					Targets	TIHGI (NWR)	BRHI (SOL)	MRLC (COD)	TRLEI (OKA)	MJCI (WINFORD)	MSPI (LRC)	BRHI(SOLN)	Total	Total	Total 2nd 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	2,823,205,292.46	4,536,746,535.80	2,298,394,133.92	1,913,040,798.26	4,000,000.00	10,779,900.00	Same foundation as SEC	11,586,166,660.44	92.82%	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%	96.29%	96.51%	91.66%	14.14%	50.78%		92.82%		
	SM2	% of local hires to total hires	Local hires / total hirees	8%	95%	3,826	3,574	3,769	6,184	647	882	2,110	20,992	98.31%	8.00%
						3,867	3,680	3,817	6,309	647	882	2,151	21,353		
						98.94%	97.12%	98.74%	98.02%	100.00%	100.00%	98.09%	98.31%		
			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	1			3			1	5	5.00	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%	228	166	170	340	57		110	1,071	100.00%	4.00%
						228	166	170	340	57	-	110	1,071		
						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%	61	67	32	79	23	36	34	332	100.00%	15.00%
						61	67	32	79	23	36	34	332		
						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%	3,867	3,680	3,817	4,665	647	882	2,151	19,709	100.00%	15.00%
						3,867	3,680	3,817	3,063	647	882	2,151	18,107		
						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%	470	388	255	411	49	100	172	1,845	45.70%	15.00%
						1,784	449	374	910	110	118	292	4,037		
						26.35%	86.41%	68.18%	45.16%	44.55%	84.75%	58.90%	45.70%		
	SM10	% of approved EGM installed	Number of EGMS installed / Number of approved EGMs capacity	15%	=<100%	2,229	2,549	2,263	2,735	667	485	2,250	13,178	47.78%	15.00%
						6,944	3,831	3,390	6,890	750	1,416	4,360	27,581		
						32.10%	66.54%	66.76%	39.70%	88.93%	34.25%	51.61%	47.78%		
			Sub-total	**60%**											60.00%
			TOTAL	**100%**											92.00%