

**PHILIPPINE GAMING INDUSTRY SCORECARD  
ENTERTAINMENT CITY LICENSEES  
3rd Quarter 2019**

		COMPONENT			2019 Target	Total		Total 3rd Qtr Rating
Objective/Measure		Formula	Weight					
SOCIAL IMPACT	<b>SO1</b>	<b>Increase Contribution to Nation Building Efforts</b>						
	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	4,488,855,475.86 5,301,723,521.08 <b>84.67%</b>	<b>84.67%</b>	12.00%
	SM2	% of local hires to total hires	Local hires / total hires	8%	95%	21,983.00 22,384.00 <b>98.21%</b>		
	<b>Sub-total</b>				<b>20%</b>			<b>20.00%</b>
CUSTOMER	<b>SO2</b>	<b>Ensure a Conducive Business Environment within a Level Playing Field</b>						
	SM3	No. of legitimate complaints of customers elevated to PAGCOR	Absolute Number	4%	0	- - <b>0.00%</b>	0	4.00%
	SM4	% compliance to health and safety requirements	Number of health and safety requirements undertaken / Number of required health & safety	8%	100%	217 222 <b>97.75%</b>	97.75%	7.82%
	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%	540 540 <b>100.00%</b>	100.00%	4.00%
	SM6	Licensee satisfaction index (4th quarter)	Average score on a scale from 1 to 5, 5 being the highest	4%	3	-	-	0.00%
	<b>Sub-total</b>				<b>20%</b>			<b>15.82%</b>
COMPLIANCE	<b>SO3</b>	<b>Strengthen Compliance of Licensees to the Regulatory Manuals</b>						
	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%	249 249 <b>100.00%</b>	100.00%	15.00%
	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%	17,249 17,249 <b>100.00%</b>	100.00%	15.00%
	SM9	% of approved gaming tables capacity installed	Number of gaming tables installed / number of approved gaming tables capacity	15%	=<100%	1,462 2,293 <b>63.76%</b>	63.76%	15.00%
	SM10	% of approved EGM installed	Number of EGMs installed / Number of approved EGMs capacity	15%	=<100%	10,362 17,026 <b>60.86%</b>	60.86%	15.00%
	<b>Sub-total</b>				<b>60%</b>			<b>60.00%</b>
<b>TOTAL</b>				<b>100%</b>			<b>95.82%</b>	