

**PHILIPPINE GAMING INDUSTRY SCORECARD
ENTERTAINMENT CITY LICENSEES
3RD Quarter 2020**

		COMPONENT			2020 Target	TIHGI (RWM)	BRHI (SOL)	MRLC (COD)	TRLEI (OKA)	Total	Total	Total 3RD Qtr 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	1,861,287,256	2,691,600,186	1,421,309,921	376,012,291	6,350,209,654	94.82%	12.00%
						2,316,510,803	2,534,549,417	1,235,491,482	610,793,661	6,697,345,363		
						80.35%	106.20%	115.04%	61.56%	94.82%		
	SM2	% of local hires to total hires	Local hires / total hires	8%	95%	4,647	3,349	4,819	5,803	18,618	98.14%	8.00%
						4,698	3,421	4,897	5,954	18,970		
98.91%						97.50%	98.41%	97.46%	98.14%			
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%
						130	77	5	222	434		
						130	82	5	222	439		
	SM4	% compliance to health and safety requirements	Number of health and safety requirements undertaken / Number of required health & safety	8%	100%	100.00%	93.80%	100.00%	100.00%	98.86%	98.86%	7.91%
						261	166	193	222	842		
						261	166	193	222	842		
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%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	4.00%	
					261	166	193	222	842			
					261	166	193	222	842			
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%							15.91%	
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%	12	23	26	7	68	100.00%	15.00%
						12	23	26	7	68		
						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%	4,698	3,421	3,709	2,796	14,624	100.00%	15.00%
						4,698	3,421	3,709	2,796	14,624		
						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%	326	382	298	424	1,430	47.94%	15.00%	
					1,241	449	516	777	2,983			
					26.27%	85.08%	57.75%	54.57%	47.94%			
SM10	% of approved EGM installed	Number of EGMs installed / Number of approved EGMs capacity	15%	=<100%	444	2,368	2,260	2,545	7,617	44.74%	15.00%	
					5,592	3,781	3,390	4,263	17,026			
					7.94%	62.63%	66.67%	59.70%	44.74%			
Sub-total				60%							60.00%	
TOTAL				100%							95.91%	