PHILIPPINE GAMING INDUSTRY PERFORMANCE SCORECARD
ENTERTAINMENT CITY LICENSEES
3rd Quarter

COMPONENT		Objective/Measure	Formula	Weight	2021 Target	TIHGI (RWM)	BRHI (SOL)	MRLC (COD)	TRLEI (OKA)	Total	Total	Total 3rd 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	2,203,287,255.78	2,821,722,345.80	1,567,865,046.44	436,012,291.40	**7,028,886,939.42**	95.24%	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**		
						90.71%	**101.26%**	**112.90%**	**56.20%**	**95.24%**		
	SM2	% of local hires to total hires	Local hires / total hirees	8%	95%	3,921	2,676	3,728	5,459	**15,784**	98.35%	8.00%
						3,956	2,728	3,788	5,576	**16,048**		
						99.12%	**98.09%**	**98.42%**	**97.90%**	**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	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%	65	320	179	348	**912**	100.00%	4.00%
						65	320	179	348	**912**		
						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%	15	46	67	46	**174**	100.00%	15.00%
						15	46	67	46	**174**		
						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%	3,956	2,728	2,877	3,977	**13,538**	100.00%	15.00%
						3,956	2,728	2,877	2,428	**11,989**		
						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%	365	404	314	420	**1,503**	54.36%	15.00%
						1,241	409	516	599	**2,765**		
						29.41%	**98.78%**	**60.85%**	**70.12%**	**54.36%**		
	SM10	% of approved EGM installed	Number of EGMS installed / Number of approved EGMs capacity	15%	=<100%	1,003	2,593	2,382	2,536	**8,514**	40.27%	15.00%
						9,660	3,831	3,390	4,263	**21,144**		
						10.38%	**67.68%**	**70.27%**	**59.49%**	**40.27%**		
			Sub-total	60%								60.00%
			TOTAL	100%								95.93%