PHILIPPINE GAMING INDUSTRY PERFORMANCE SCORECARD
ENTERTAINMENT CITY LICENSEES
3rd Quarter

		COMPONENT Objective/Measure	Formula	Weight	Targets	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	2,334,989,003.16 2,545,498,168.75 **91.73%**	2,943,668,145.80 3,114,810,357.65 **94.51%**	1,877,801,796.43 1,508,081,761.19 **124.52%**	718,012,291.40 947,006,726.19 **75.82%**	**7,874,471,236.79** **8,115,397,013.78** **97.03%**	**97.03%**	**12.00%**
	SM2	% of local hires to total hires	Local hires / total hirees	8%	95%	3,818 3,860 **98.91%**	3,139 3,208 **97.85%**	3,604 3,659 **98.50%**	5,523 5,637 **97.98%**	**16,084** **16,364** **98.29%**	**98.29%**	**8.00%**
			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%	130 130 **100.00%**	102 106 **96.23%**	5 5 **100.00%**	1 1 **100.00%**	**238** **242** **98.35%**	**98.35%**	**7.87%**
	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%	380 380 **100.00%**	166 166 **100.00%**	197 197 **100.00%**	370 370 **100.00%**	**1,113** **1,113** **100.00%**	**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							
			Sub-total	**20%**								**15.87%**
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 49 **100.00%**	66 66 **100.00%**	53 53 **100.00%**	107 107 **100.00%**	**275** **275** **100.00%**	**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%	3,860 3,860 **100.00%**	3,208 3,208 **100.00%**	2,775 2,775 **100.00%**	4,004 2,443 **100.00%**	**13,847** **12,286** **100.00%**	**100.00%**	**15.00%**
	SM9	% of approved gaming tables capacity installed	Number of gaming tables installed / number of approved gaming tables capacity	15%	=<100%	434 1,241 **34.97%**	397 449 **88.42%**	262 516 **50.78%**	290 910 **31.87%**	**1,383** **3,116** **44.38%**	**44.38%**	**15.00%**
	SM10	% of approved EGM installed	Number of EGMS installed / Number of approved EGMs capacity	15%	=<100%	2,226 9,660 **23.04%**	2,587 3,831 **67.53%**	2,264 3,390 **66.78%**	2,623 6,890 **38.07%**	**9,700** **23,771** **40.81%**	**40.81%**	**15.00%**
			Sub-total	**60%**								**60.00%**
			TOTAL	**100%**								**95.87%**