PHILIPPINE GAMING INDUSTRY PERFORMANCE SCORECARD
ENTERTAINMENT CITY LICENSEES
3rd Quarter

	COMPONENT												Total 3rd Quarter Rating
	Objective/Measure	Formula	Weight	Targets	TIHGI (NWR)	BRHI (SOL)	MRLC (COD)	TRLEI (OKA)	MJCI (WINFORD)	Total	Total	
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	2,426,218,253.16	3,850,273,145.80	1,985,550,573.10	846,603,189.46	-	9,108,645,161.52	96.42%	12.00%
					2,758,352,105.45	3,597,912,479.71	1,772,790,331.51	1,316,084,332.57	1,470,787.10	9,446,610,036.34		
					87.96%	107.01%	112.00%	64.33%	0.00%	96.42%		
	SM2 % of local hires to total hires	Local hires / total hirees	8%	95%	4,545	3,470	3,599	5,878	438	17,930	98.52%	8.00%
					4,581	3,538	3,647	5,996	438	18,200		
					99.21%	98.08%	98.68%	98.03%	100.00%	98.52%		
		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	2	0	0	0	0	2	2.00	0.00%
	SM4 % compliance to health and safety requirements	Number of health and safety requirements undertaken / Number of required health & safety	8%	100%	130	107	5	5,996	131	6,369	100.00%	8.00%
					130	107	5	5,996	131	6,369		
					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%	343	106	195	371	53	1,068	100.00%	4.00%
					343	106	195	371	53	1,068		
					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					#DIV/0!	#DIV/0!	#DIV/0!	
		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%	36	64	43	52	21	216	100.00%	15.00%
					36	64	43	52	21	216		
					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%	4,581	3,538	3,647	4,399	438	16,603	100.00%	15.00%
					4,581	3,538	3,647	2,778	438	14,982		
					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%	430	387	263	386	30	1,496	48.51%	15.00%
					1,241	449	374	910	110	3,084		
					34.65%	86.19%	70.32%	42.42%	27.27%	48.51%		
	SM10 % of approved EGM installed	Number of EGMS installed / Number of approved EGMs capacity	15%	=<100%	1,673	2,660	2,297	2,570	526	9,726	52.45%	15.00%
					3,831	3,831	3,390	6,890	600	18,542		
					43.67%	69.43%	67.76%	37.30%	87.67%	52.45%		
		Sub-total	60%									60.00%
		TOTAL	100%									92.00%