PHILIPPINE GAMING INDUSTRY PERFORMANCE SCORECARD
ENTERTAINMENT CITY LICENSEES
3rd Quarter 2024

COMPONENT		Objective/Measure	Formula	Weight	Targets	TIHGI (NWR)	BRHI (SOL)	MRLC (COD)	TRLEI (OKA)	MJCI (WINFORD)	MSPI (LRC)	BRHI(SOLN)	Total	Total	Total 3rd Quarter 2024 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	2,498,093,653.16	4,463,273,145.80	2,138,706,573.10	1,603,410,398.26	4,000,000.00	-	-	10,707,483,770.32	96.91%	12.00%
						2,993,444,695.46	4,183,072,834.13	2,086,934,521.02	1,771,057,682.49	14,362,246.70	-	-	11,048,871,979.80		
						83.45%	106.70%	102.48%	90.53%	27.85%			96.91%		
	SM2	% of local hires to total hires	Local hires / total hirees	8%	95%	4,355	3,525	3,749	6,389	505	754		19,277	98.48%	8.00%
						4,397	3,602	3,800	6,517	505	754		19,575		
						99.04%	97.86%	98.66%	98.04%	100.00%	100.00%		98.48%		
			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	1			2		1		4	4.00	0.00%
	SM4	% compliance to health and safety requirements	Number of health and safety requirements undertaken / Number of required health & safety	8%	100%	130	106	5	1	137	36		415	99.52%	7.96%
						130	108	5	1	137	36		417		
						100.00%	98.15%	100.00%	100.00%	100.00%	100.00%		99.52%		
	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%	282	166	176	352	56	-		1,032	100.00%	4.00%
						282	166	176	352	56	-		1,032		
						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										0.00%
			Sub-total	20%											11.96%
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%	63	55	38	62	16	43	42	319	100.00%	15.00%
						63	55	38	62	16	43	42	319		
						100.00%	100.00%	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%	4,397	3,602	3,800	4,778	505	754		17,836	100.00%	15.00%
						4,397	3,602	3,800	3,146	505	754		16,204		
						100.00%	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%	483	389	252	412	34	81	169	1,820	50.06%	15.00%
						1,241	449	516	910	110	118	292	3,636		
						38.92%	86.64%	48.84%	45.27%	30.91%	68.64%	57.88%	50.06%		
	SM10	% of approved EGM installed	Number of EGMS installed / Number of approved EGMs capacity	15%	=<100%	2,460	2,664	2,276	2,412	556	507	2,352	13,227	48.52%	15.00%
						6,774	3,831	3,390	6,890	600	1,416	4,360	27,261		
						36.32%	69.54%	67.14%	35.01%	92.67%	35.81%	53.94%	48.52%		
			Sub-total	60%											60.00%
			TOTAL	100%											91.96%