PHILIPPINE GAMING INDUSTRY SCORECARD

ENTERTAINMENT CITY LICENSEES

4th Quarter 2019

COMPONENT		Objective/Measure	Formula	Weight	2019 Target	TIHGI (RWM)	BRHI (SOL)	MRLC (COD)	TRLEI (OKA)	Total	Total	Total 4th Qtr 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	1,859,020,357.77	1,791,287,255.78	806,309,920.91	64,012,441.40	4,520,629,975.86	85.27%	12.00%
						1,981,816,071.89	2,091,053,228.35	933,528,693.05	295,325,527.79	5,301,723,521.08		
						93.80%	85.66%	86.37%	21.66%	85.27%		
	SM2	% of local hires to total hires	Local hires / total hires	8%	95%	5,344	3,805	5,763	7,404	22,316	98.20%	8.00%
						5,399	3,896	5,847	7,582	22,724		
						98.98%	97.66%	98.56%	97.65%	98.20%		
		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	4.00%
						0	0	0	0	-		
						0.00%	0.00%	0.00%	0.00%	0.00%		
	SM4	% compliance to health and safety requirements	Number of health and safety requirements undertaken / Number of required health & safety	8%	100%	130	77	5	2	214	97.27%	7.78%
						130	83	5	2	220		
						100.00%	92.77%	100.00%	100.00%	97.27%		
	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%	208	166	107	na	481	100.00%	4.00%
						208	166	107	na	481		
						100.00%	100.00%	100.00%	0.00%	100.00%		
	SM6	Licensee satisfaction index (4th quarter)	Average score on a scale from 1 to 5, 5 being the highest	4%	3	4.59	4.52	4.55	4.73	4.59	4.59	4.00%
		Sub-total		20%								19.78%
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. Electronic Gaming Machines Game Conversion 3. Marketing Promotion Form	No. of NFs submitted on time / Total NFs	15%	100%	28	84	110	109	331	100.00%	15.00%
						28	84	110	109	331		
						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%	5,399	100	4,624	5,565	15,688	113.66%	15.00%
						5,399	100	4,624	3,679	13,802		
						100.00%	100.00%	100.00%	100.00%	113.66%		
	SM9	% of approved gaming tables capacity installed	Number of gaming tables installed / number of approved gaming tables capacity	15%	=<100%	355	390	300	407	1,452	48.68%	15.00%
						1,241	449	516	777	2,983		
						28.61%	86.86%	58.14%	52.38%	48.68%		
	SM10	% of approved EGM installed	Number of EGMS installed / Number of approved EGMs capacity	15%	=<100%	2,134	2,340	2,310	2,591	9,375	51.49%	15.00%
						6,774	3,781	3,390	4,263	18,208		
						31.50%	61.89%	68.14%	60.78%	51.49%		
		Sub-total		60%								60.00%
		TOTAL		100%								99.78%