PHILIPPINE GAMING INDUSTRY SCORECARD
ENTERTAINMENT CITY LICENSEES
4TH Quarter 2020

		COMPONENT Objective/Measure	Formula	Weight	2020 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	1,873,287,255	2,691,600,185	1,421,309,920	376,012,291	6,362,209,651	95.00%	12.00%
						2,316,510,803	2,534,549,417	1,235,491,481	610,793,660	6,697,345,361		
						80.87%	106.20%	115.04%	61.56%	95.00%		
	SM2	% of local hires to total hires	Local hires / total hires	8%	95%	4,287	3,049	4,474	5,803	17,613	98.12%	8.00%
						4,338	3,108	4,550	5,954	17,950		
						98.82%	98.10%	98.33%	97.46%	98.12%		
			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	0.00%	4.00%
	SM4	% compliance to health and safety requirements	Number of health and safety requirements undertaken / Number of required health & safety	8%	100%	130	79	5	2	216	98.63%	7.89%
						130	82	5	2	219		
						100.00%	96.34%	100.00%	100.00%	98.63%		
	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%	351	166	189	286	992	100.00%	4.00%
						351	166	189	286	992		
						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	5	4	5	4	4.50		4.00%
			Sub-total	**20%**								**19.89%**
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%	51	45	48	44	188	100.00%	15.00%
						51	45	48	44	188		
						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%	4,338	3,108	3,502	4,188	15,136	110.11%	15.00%
						4,338	3,108	3,502	2,798	13,746		
						100.00%	100.00%	100.00%	149.68%	110.11%		
	SM9	% of approved gaming tables capacity installed	Number of gaming tables installed / number of approved gaming tables capacity	15%	=<100%	451	382	307	431	1,571	52.67%	15.00%
						1,241	449	516	777	2,983		
						36.34%	85.08%	59.50%	55.47%	52.67%		
	SM10	% of approved EGM installed	Number of EGMS installed / Number of approved EGMs capacity	15%	=<100%	2,223	2,355	2,163	2,547	9,288	51.01%	15.00%
						6,774	3,781	3,390	4,263	18,208		
						32.82%	62.29%	63.81%	59.75%	51.01%		
			Sub-total	**60%**								**60.00%**
			TOTAL	**100%**								**99.89%**