PHILIPPINE GAMING INDUSTRY PERFORMANCE SCORECARD
ENTERTAINMENT CITY LICENSEES
4th Quarter

COMPONENT		Objective/Measure	Formula	Weight	2021 Target	TIHGI (RWM)	BRHI (SOL)	MRLC (COD)	TRLEI (OKA)	Total	Total	Total 4th 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	2,203,287,255.78	2,887,922,345.80	1,581,064,746.44	601,012,291.40	**7,273,286,639.42**	98.55%	12.00%
						2,428,990,866.07	2,786,481,869.23	1,388,724,401.54	775,832,488.83	**7,380,029,625.67**		
						90.71%	**103.64%**	**113.85%**	**77.47%**	**98.55%**		
	SM2	% of local hires to total hires	Local hires / total hirees	8%	95%	3,695	2,734	3,674	5,367	**15,470**	98.42%	8.00%
						3,730	2,786	3,730	5,473	**15,719**		
						99.06%	**98.13%**	**98.50%**	**98.06%**	**98.42%**		
			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	103	5	1	**239**	98.35%	7.87%
						130	107	5	1	**243**		
						100.00%	**96.26%**	**100.00%**	**100.00%**	**98.35%**		
	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%	218	166	166	348	**898**	100.00%	4.00%
						218	166	166	348	**898**		
						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	4	4	5	3	4	4.00	4.00%
			Sub-total	20%								19.87%
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%	26	54	69	65	**214**	100.00%	15.00%
						26	54	69	65	**214**		
						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%	3,730	2,786	2,815	3,896	**13,227**	99.96%	14.99%
						3,730	2,786	2,819	2,357	**11,692**		
						100.00%	**100.00%**	**99.86%**	**100.00%**	**99.96%**		
	SM9	% of approved gaming tables capacity installed	Number of gaming tables installed / number of approved gaming tables capacity	15%	=<100%	375	405	319	407	**1,506**	53.69%	15.00%
						1,241	449	516	599	**2,805**		
						30.22%	**90.20%**	**61.82%**	**67.95%**	**53.69%**		
	SM10	% of approved EGM installed	Number of EGMS installed / Number of approved EGMs capacity	15%	=<100%	2,249	2,593	2,322	2,544	**9,708**	45.91%	15.00%
						9,660	3,831	3,390	4,263	**21,144**		
						23.28%	**67.68%**	**68.50%**	**59.68%**	**45.91%**		
			Sub-total	60%								59.99%
			TOTAL	100%								99.85%