

PHILIPPINE GAMING INDUSTRY PERFORMANCE SCORECARD
ENTERTAINMENT CITY LICENSEES
4th Quarter

COMPONENT		Formula	Weight	Targets	TIHGI (NWR)	BRHI (SOL)	MRLC (COD)	TRLET (OKA)	Total	Total	Total 4th Quarter Rating	
Objective/Measure												
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	2,336,489,003.16	2,943,668,145.80	1,910,801,796.43	738,337,291.40	7,929,296,236.79	97.71%	12.00%
						2,545,498,168.75	3,114,810,357.65	1,508,081,761.19	947,006,726.19	8,115,397,013.78		
						91.79%	94.51%	126.70%	77.97%	97.71%		
	SM2	% of local hires to total hires	Local hires / total hires	8%	95%	4,036	3,163	3,646	5,670	16,515	98.34%	8.00%
4,078						3,236	3,697	5,783	16,794			
98.97%						97.74%	98.62%	98.05%	98.34%			
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	-	2	-	0.00	0.00%
						130	103	5	1	239		
	SM4	% compliance to health and safety requirements	Number of health and safety requirements undertaken / Number of required health & safety	8%	100%	130	107	5	1	243	98.35%	7.87%
						100.00%	96.26%	100.00%	100.00%	98.35%		
						371	166	196	401	1,134		
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%	371	166	196	401	1,134	100.00%	4.00%	
					100.00%	100.00%	100.00%	100.00%	100.00%			
					371	166	196	401	1,134			
SM6	Licensee satisfaction index (4th quarter)	Average score on a scale from 1 to 5, 5 being the highest	4%	3	5	4	5	3	4	4.25	4.00%	
					100.00%	100.00%	100.00%	100.00%	100.00%			
Sub-total			20%								15.87%	
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%	47	41	58	60	206	100.00%	15.00%
						47	41	58	60	206		
						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%	4,078	3,236	3,697	4,146	15,157	100.00%	15.00%
						4,078	3,236	3,697	2,635	13,646		
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%	455	396	263	290	1,404	45.06%	15.00%	
					1,241	449	516	910	3,116			
					36.66%	88.20%	50.97%	31.87%	45.06%			
SM10	% of approved EGM installed	Number of EGMs installed / Number of approved EGMs capacity	15%	=<100%	2,223	2,611	2,187	2,619	9,640	40.55%	15.00%	
					9,660	3,831	3,390	6,890	23,771			
					23.01%	68.15%	64.51%	38.01%	40.55%			
Sub-total			60%								60.00%	
TOTAL			100%								95.87%	