

**PHILIPPINE GAMING INDUSTRY SCORECARD
THUNDERBIRD LICENSEES
1st Quarter 2020**

		COMPONENT			2020 Target	ERI (EAS)	TPHRI (POR)	Total	Total	Total 1st Qtr Rating
		Objective/Measure	Formula	Weight						
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	2,290,000 1,554,169 147.35%	3,000,000 3,415,010 87.85%	5,290,000 4,969,179 106.46%	106.46%	12.00%
	SM2	% of local hires to total hires (**local hires shall mean employees from the region for Para and from the region and MM for Rizal)	Local hires / Total hires	8%	75%	284 293 95.30%	460 496 92.74%	744 794 93.70%	93.70%	8.00%
	Sub-total			20%						20.00%
	SO2 Ensure a Conducive Business Environment within a Level Playing Field									
CUSTOMER	SM3	No. of legitimate complaints of customers elevated to PAGCOR	Absolute Number	4%	<=5	1	0	1	0.00%	4.00%
	SM4	% of compliance to annual Certificate of Inspection issued by Para Point Management Corporation (under BCDA) for Para Point and LGU for Rizal	Number of tests and permits completed / Total number of tests and permits required	8%	100%	1 1 100.00%	1 1 100.00%	2 2 100.00%	100.00%	8.00%
	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%	8 8 100.00%	22 22 100.00%	30 30 100.00%	100.00%	4.00%
	SM6	Licensee satisfaction index	Average score on a scale from 1 to 5, 5 being the highest	4%	3	4TH QUARTER ONLY				4.00%
	Sub-total			20%						20.00%
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%	4 4 100.00%	5 5 100.00%	9 9 100.00%	100.00%	15.00%
	SM8	% of Fiesta Licensees' employees (involved in gaming 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%	298 298 100.00%	496 496 100.00%	794 794 100.00%	100.00%	15.00%
	SM9	% of approved gaming tables capacity installed	Number of gaming tables installed / Number of approved gaming tables capacity	15%	<=100%	24 24 100.00%	34 320 10.63%	58 344 16.86%	16.86%	15.00%
	SM10	% of approved EGM installed	Number of EGMs installed / Number of approved EGMs capacity	15%	<=100%	266 436 61.01%	364 1,968 18.50%	630 2,404 26.21%	26.21%	15.00%
Sub-total			60%						60.00%	
TOTAL				100%					100.00%	