

**PHILIPPINE GAMING INDUSTRY SCORECARD
THUNDERBIRD LICENSEES
1st Quarter 2021**

		COMPONENT			2021 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 5,047,476 45.37%	3,348,000 7,444,442 44.97%	5,638,000 12,491,918 45.13%	45.13%	12.00%
	SM2	% of local hires to total hires (*local hires shall mean employees from the region for Poro and from the region and MM for Rizal)	Local hires / Total hires	8%	75%	161 170 94.71%	267 292 91.44%	428 462 92.64%		
				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	0	1	1	0.00%	4.00%
	SM4	% of compliance to annual Certificate of Inspection issued by Poro Point Management Corporation (under BCDA) for Poro 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%	9 9 100.00%	23 23 100.00%	32 32 100.00%		
	SM6	Licensee satisfaction index	Average score on a scale from 1 to 5, 5 being the highest	4%	3	4TH QTR ONLY				0.00%
				Sub-total	20%					16.00%
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 (2/13) 2. Electronic Gaming Machines Game Conversion (11) 3. Marketing Promotion Form (33)	No. of NFs submitted on time / Total NFs	15%	100%	14 14 100.00%	16 16 100.00%	30 30 100.00%	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%	170 170 100.00%	292 292 100.00%	462 462 100.00%		
	SM9	% of approved gaming tables capacity installed	Number of gaming tables installed / Number of approved gaming tables capacity	15%	=<100%	24 69 34.78%	34 320 10.63%	58 389 14.91%	14.91%	15.00%
	SM10	% of approved EGM installed	Number of EGMs installed / Number of approved EGMs capacity	15%	=<100%	283 470 60.21%	317 1,968 16.11%	600 2,438 24.61%		
				Sub-total	60%					60.00%
				TOTAL	100%					96.00%