

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

COMPONENT			Targets	ERI (EAS)	TPHRI (POR)	Total	Total	Total 1st Quarter 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	6,476,468.08	6,156,446.74	12,632,914.82	50.22%	12.000%
						10,273,469.20	14,880,033.70	25,153,502.90		
						63.04%	41.37%	50.22%		
	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%	110	180	290	94.16%	8.00%
114						194	308			
96.49%						92.78%	94.16%			
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%	<=5	-	-	-	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%	5	5	10	100.00%	8.00%
						5	5	10		
	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%	5	13	18	100.00%	4.00%
						5	13	18		
SM6	Licensee satisfaction Index	Average score on a scale from 1 to 5, 5 being the highest	4%							
Sub-total			20%					16.00%		
COMPLIANCE	SO3 +									
	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%	9	14	23	100.00%	15.00%
						9	14	23		
						100.00%	100.00%	100.00%		
	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%	114	194	308	100.00%	15.00%
						114	194	308		
						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%	22	32	54	13.88%	15.00%	
					69	320	389			
					31.88%	10.00%	13.88%			
SM10	% of approved EGM installed	Number of EGMs installed / Number of approved EGMs capacity	15%	=<100%	246	329	575	23.58%	15.00%	
					470	1,968	2,438			
					52.34%	16.72%	23.58%			
Sub-total			60%					60.00%		
TOTAL			100%					96.00%		