ANNEX C

PHILIPPINE GAMING INDUSTRY PERFORMANCE SCORECARD
THUNDERBIRD LICENSEES
1st Quarter 2024

COMPONENT		Objective/Measure	Formula	Weight	Targets	ERI (EAS)	TPHRI (POR)	Total	Total	Total 1st Quarter 2024 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	6,476,468.08	12,080,652.74	18,557,120.82	51.50%	12.000%
						13,505,824.90	22,530,513.00	36,036,337.90		
						47.95%	53.62%	51.50%		
	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 hirees	8%	75%	120	185	305	93.56%	8.00%
						123	203	326		
						97.56%	91.13%	93.56%		
			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	0	-		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		
						100.00%	100.00%	100.00%		
	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%	4	10	14	100.00%	4.00%
						4	10	14		
						100.00%	100.00%	100.00%		
	SM6	Licensee satisfaction index	Average score on a scale from 1 to 5, 5 being the highest	4%	3					0.00%
			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%	27	5	32	100.00%	15.00%
						27	5	32		
						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%	123	203	326	100.00%	15.00%
						123	203	326		
						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	26	48	12.34%	15.00%
						69	320	389		
						31.88%	8.13%	12.34%		
	SM10	% of approved EGM installed	Number of EGMs installed / Number of approved EGMs capacity	15%	=<100%	265	306	571	23.42%	15.00%
						470	1,968	2,438		
						56.38%	15.55%	23.42%		
			Sub-total	60%						60.00%
			TOTAL	100%						96.00%