PHILIPPINE GAMING INDUSTRY PERFORMANCE SCORECARD
THUNDERBIRD LICENSEES
2nd Quarter

		COMPONENT			2021 Target	ERI (EAS)	TPHRI (POR)	Total	Total	Total 2nd 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	2,290,000.00	3,348,000.00	5,638,000.00	45.13%	12.000%
						5,047,476.40	7,444,442.80	12,491,919.20		
						45.37%	44.97%	45.13%		
	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%	155	249	404	92.45%	8.00%
						164	273	437		
						94.51%	91.21%	92.45%		
			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%	1	1	2	100.00%	8.00%
						1	1	2		
						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%	8	23	31	100.00%	4.00%
						8	23	31		
						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	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%	11	9	20	100.00%	15.00%
						11	9	20		
						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%	164	273	437	100.00%	15.00%
						164	273	437		
						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%	24	34	58	14.91%	15.00%
						69	320	389		
						34.78%	10.63%	14.91%		
	SM10	% of approved EGM installed	Number of EGMs installed / Number of approved EGMs capacity	15%	=<100%	283	317	600	24.61%	15.00%
						470	1,968	2,438		
						60.21%	16.11%	24.61%		
			Sub-total	60%						60.00%
			TOTAL	100%						96.00%