PHILIPPINE GAMING INDUSTRY PERFORMANCE SCORECARD
THUNDERBIRD LICENSEES
2nd Quarter 2024

COMPONENT		Objective/Measure	Formula	Weight	Targets	ERI (EAS)	TPHRI (POR)	Total	Total	Total 2nd 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	5,498,188.08 13,505,824.90 40.71%	13,431,902.74 22,530,513.00 59.62%	18,930,090.82 36,036,337.90 52.53%	52.53%	12.000%
	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%	130 133 97.74%	175 195 89.74%	305 328 92.99%	92.99%	8.00%
			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			-		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 5 100.00%	5 5 100.00%	10 10 100.00%	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%	2 2 100.00%	12 12 100.00%	14 14 100.00%	100.00%	4.00%
	SM6	Licensee satisfaction index	Average score on a scale from 1 to 5, 5 being the highest	4%	3					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%	23 23 100.00%	9 9 100.00%	32 32 100.00%	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%	133 133 100.00%	195 195 100.00%	328 328 100.00%	100.00%	15.00%
	SM9	% of approved gaming tables capacity installed	Number of gaming tables installed / Number of approved gaming tables capacity	15%	=<100%	22 69 31.88%	26 320 8.13%	48 389 12.34%	12.34%	15.00%
	SM10	% of approved EGM installed	Number of EGMs installed / Number of approved EGMs capacity	15%	=<100%	287 470 61.06%	343 1,968 17.43%	630 2,438 25.84%	25.84%	15.00%
			Sub-total	**60%**						60.00%
			TOTAL	**100%**						96.00%