# PHILIPPINE GAMING INDUSTRY PERFORMANCE SCORECARD
# THUNDERBIRD LICENSEES
## 3rd Quarter

| COMPONENT | | Objective/Measure | Formula | Weight | 2021 Target | ERI (EAS) | TPHRI (POR) | Total | Total | Total 3rd Quarter 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 | 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 hirees | 8% | 75% | 103 | 207 | **310** | 92.81% | 8.00% |
| | | | | | | 110 | 224 | **334** | | |
| | | | | | | **93.64%** | **92.41%** | **92.81%** | | |
| | | | **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% | 5 | 15 | **20** | 100.00% | 4.00% |
| | | | | | | 5 | 15 | **20** | | |
| | | | | | | **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<br>Notification forms:<br>1. Installation of additional gaming tables and EGMs (2/13)<br>2. Electronic Gaming Machines Game Conversion (11)<br>3. Marketing Promotion Form (33) | No. of NFs submitted on time / Total NFs | 15% | 100% | 5 | 14 | **19** | 100.00% | 15.00% |
| | | | | | | 5 | 14 | **19** | | |
| | | | | | | **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% | 110 | 224 | **334** | 100.00% | 15.00% |
| | | | | | | 110 | 224 | **334** | | |
| | | | | | | **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 | 30 | **54** | 13.88% | 15.00% |
| | | | | | | 69 | 320 | **389** | | |
| | | | | | | **34.78%** | **9.38%** | **13.88%** | | |
| | 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% |