

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

COMPONENT		Targets	ERI (EAS)	TPHRI (POR)	Total	Total	Total 3rd Quarter Rating	
Objective/Measure	Formula	Weight						
SOCIAL IMPACT	<b>SO1 Increase Contribution to Nation Building Efforts</b>							
	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	3,426,466.08 6,827,730.60 50.18%	4,595,125.94 9,591,836.00 47.91%	8,021,594.02 16,419,566.60 48.85%	48.85% 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 hires	8%	75%	164 169 97.04%	284 301 94.35%	448 470 95.32%	95.32% 8.00%
	<b>Sub-total</b>		<b>20%</b>					<b>20.00%</b>
	<b>SO2 Ensure a Conducive Business Environment within a Level Playing Field</b>							
CUSTOMER	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 1 100.00%	1 1 100.00%	2 2 100.00%	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%	5 5 100.00%	18 18 100.00%	23 23 100.00%	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%
	<b>Sub-total</b>		<b>20%</b>					<b>16.00%</b>
<b>SO3 Strengthen Compliance of Licensees to the Regulatory Manuals</b>								
COMPLIANCE	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%	7 7 100.00%	19 19 100.00%	26 26 100.00%	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%	169 169 100.00%	301 301 100.00%	470 470 100.00%	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%	32 320 10.00%	54 389 13.88%	13.88% 15.00%
	SM10 % of approved EGM installed	Number of EGMs installed / Number of approved EGMs capacity	15%	= <100%	242 470 51.49%	327 1,968 16.62%	569 2,438 23.34%	23.34% 15.00%
	<b>Sub-total</b>		<b>60%</b>					<b>60.00%</b>
<b>TOTAL</b>		<b>100%</b>					<b>96.00%</b>	