

**PHILIPPINE GAMING INDUSTRY SCORECARD  
THUNDERBIRD LICENSEES  
4TH Quarter 2020**

COMPONENT		Formula	Weight	2020 Target	ERI (EAS)	TPHRI (POR)	Total	Total	Total 4TH Qtr Rating	
Objective/Measure										
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	3,348,000	5,638,000	113.46%	12.00%
						1,554,168	3,415,010	4,969,178		
						147.35%	98.04%	113.46%		
	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%	221	259	480	93.57%	8.00%
230						283	513			
96.09%						91.52%	93.57%			
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	0	0.00%	4.00%
						1	1	2		
	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%
						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%	7	23	30	100.00%	4.00%
7						23	30			
SM6	Licensee satisfaction index	Average score on a scale from 1 to 5, 5 being the highest	4%	3	5	5	5		4.00%	
Sub-total			20%						20.00%	
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%	17	21	38	100.00%	15.00%
						17	21	38		
						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%	230	283	513	100.00%	15.00%
						230	283	513		
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%						100.00%	