PHILIPPINE GAMING INDUSTRY PERFORMANCE SCORECARD
THUNDERBIRD LICENSEES
4th Quarter

COMPONENT		Objective/Measure	Formula	Weight	2021 Target	ERI (EAS)	TPHRI (POR)	Total	Total	Total 4th 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	2,955,000.00 5,047,476.40 58.54%	4,648,000.00 7,444,442.80 62.44%	7,603,000.00 12,491,919.20 60.86%	60.86%	10.434%
	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%	103 111 92.79%	230 249 92.37%	333 360 92.50%	92.50%	8.00%
			Sub-total	**20%**						**18.43%**
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 1 100.00%	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%	14 14 100.00%	19 19 100.00%	100.00%	4.00%
	SM6	Licensee satisfaction index	Average score on a scale from 1 to 5, 5 being the highest	4%	3	4	4	4	4.00	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%	9 9 100.00%	13 13 100.00%	22 22 100.00%	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%	111 111 100.00%	249 249 100.00%	360 360 100.00%	100.00%	15.00%
	SM9	% of approved gaming tables capacity installed	Number of gaming tables installed / Number of approved gaming tables capacity	15%	=<100%	24 69 34.78%	35 320 10.94%	59 389 15.17%	15.17%	15.00%
	SM10	% of approved EGM installed	Number of EGMs installed / Number of approved EGMs capacity	15%	=<100%	283 470 60.21%	317 1,968 16.11%	600 2,438 24.61%	24.61%	15.00%
			Sub-total	**60%**						**60.00%**
			TOTAL	**100%**						**98.43%**