PHILIPPINE GAMING INDUSTRY PERFORMANCE SCORECARD
THUNDERBIRD LICENSEES
4th Quarter

COMPONENT		Objective/Measure	Formula	Weight	Targets	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	6,476,468.08 10,273,469.20 63.04%	11,145,037.74 14,880,033.70 74.90%	17,621,505.82 25,153,502.90 70.06%	70.06%	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%	125 128 97.66%	177 192 92.19%	302 320 94.38%	94.38%	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	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%	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%	5 5 100.00%	10 10 100.00%	15 15 100.00%	100.00%	4.00%
	SM6	Licensee satisfaction index	Average score on a scale from 1 to 5, 5 being the highest	4%	3	5	5	5	5.00	4.00%
			Sub-total	**20%**						**20.00%**
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%	11 11 100.00%	12 12 100.00%	23 23 100.00%	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%	128 128 100.00%	192 192 100.00%	320 320 100.00%	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%	30 320 9.38%	52 389 13.37%	13.37%	15.00%
	SM10	% of approved EGM installed	Number of EGMs installed / Number of approved EGMs capacity	15%	=<100%	254 470 54.04%	353 1,968 17.94%	607 2,438 24.90%	24.90%	15.00%
			Sub-total	**60%**						**60.00%**
			TOTAL	**100%**						**100.00%**