

**PHILIPPINE GAMING INDUSTRY SCORECARD
THUNDERBIRD RESORTS & CASINOS
1st Quarter 2019**

COMPONENT			Weight	2019 Target	TOTAL	Total 1st Qtr Rating	
Objective/Measure		Formula					
SOCIAL IMPACT	SO1	Increase Contribution to Nation Building Efforts					
	SM1	Formalized corporate social responsibility efforts of Fiesta licensees		5%	Setting up of funds (2% of GGR from non-junket tables)	0.00%	0.00%
	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	15%	75%	93.13%	15.00%
	Sub-total			20%			15.00%
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	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%	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%	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%
	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 Notification forms: 1. Installation of additional gaming tables and EGMs 2. Electronic Gaming Machines Game Conversion 3. Marketing Promotion Form	No. of NFs submitted on time / Total NFs	15%	100%	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%	100.00%	15.00%
	SM9	% of approved gaming tables capacity installed	Number of gaming tables installed / Number of approved gaming tables capacity	15%	= <100%	15.10%	15.00%
	SM10	% of approved EGM installed	Number of EGMs installed / Number of approved EGMs capacity	15%	= <100%	26.96%	15.00%
	Sub-total			60%			60.00%
TOTAL				100%			91.00%