

**PHILIPPINE GAMING INDUSTRY SCORECARD
THUNDERBIRD RESORTS & CASINOS
3rd Quarter 2019**

COMONENT		Formula	Weight	2019 Target	TOTAL	TOTAL	Total 3RD Qtr Rating
Objective/Measure							
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	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%	716 770 92.99%	92.99%	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	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%	19 19 100.00%	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%	30 30 100.00%	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%
	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%	21 21 100.00%	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%	770 770 100.00%	100.00%	15.00%
	SM9 % of approved gaming tables capacity installed	Number of gaming tables installed / Number of approved gaming tables capacity	15%	= <100%	58 284 20.42%	20.42%	15.00%
	SM10 % of approved EGM installed	Number of EGMs installed / Number of approved EGMs capacity	15%	= <100%	652 2404 27.12%	27.12%	15.00%
	Sub-total		60%				60.00%
TOTAL			100%				91.00%