

**PHILIPPINE GAMING INDUSTRY SCORECARD
THUNDERBIRD RESORTS & CASINOS
4th Quarter 2018**

COMPONENT			2018 Target	TOTAL	Total 4th Qtr Rating		
Objective/Measure	Formula	Weight					
SOCIAL IMPACT	SO1	Increase Contribution to Nation Building Efforts					
	SM1	Formalized corporate social responsibility efforts of Fiesta licensees		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%	90.81%	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	4.68	4.00%
				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. 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%	13.54%	15.00%
	SM10	% of approved EGM installed	Number of EGMs installed / Number of approved EGMs capacity	15%	=<100%	26.21%	15.00%
	Sub-total		60%			60.00%	
TOTAL			100%			95.00%	