

**PHILIPPINE GAMING INDUSTRY SCORECARD
THUNDERBIRD RESORTS & CASINOS
4th Quarter 2019**

COMPONENT										
Objective/Measure			Formula	Weight	2019 Target	ERI (EAS)	TPHRI (POR)	TOTAL	TOTAL	Total 4th Qtr Rating
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)	NA	NA	NA	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%	268 284 94.37%	459 494 92.91%	727 778 93.44%	93.44%	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	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%	10 10 100.00%	10 10 100.00%	20 20 100.00%	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%	8 8 100.00%	22 22 100.00%	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	5.00	5.00	5.00	5.00	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. Electronic Gaming Machines Game Conversion 3. Marketing Promotion Form	No. of NFs submitted on time / Total NFs	15%	100%	7 7 100.00%	12 12 100.00%	19 19 100.00%	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%	284 284 100.00%	494 494 100.00%	778 778 100.00%	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 64 37.50%	34 320 10.63%	58 384 15.10%	15.10%	15.00%
SM10		% of approved EGM installed	Number of EGMs installed / Number of approved EGMs capacity	15%	= <100%	266 436 61.01%	384 1968 19.51%	650 2404 27.04%	27.04%	15.00%
Sub-total				60%					60.00%	
TOTAL				100%					95.00%	