



# Quarterly Report Q1 2022

May 25, 2022

Massachusetts Gaming Commission

*Encore*<sup>®</sup>  
BOSTON HARBOR  
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# Gaming Revenue, Taxes & Lottery Sales

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# Gaming Revenue & Taxes: Q1 2022

Year	Month	Table Games GGR	Slots GGR	Total GGR	State Taxes Collected
2022	January	\$26,084,612.47	\$27,874,734.20	\$53,959,346.67	\$13,489,836.67
	February	\$23,688,641.56	\$31,054,019.69	\$54,742,661.25	\$13,685,665.31
	March	\$29,685,959.75	\$35,181,572.90	\$64,867,532.65	\$16,216,883.16
	<b>Total</b>	<b>\$79,459,213.78</b>	<b>\$94,110,326.79</b>	<b>\$173,569,540.57</b>	<b>\$43,392,385.14</b>

# Gaming Revenue & Taxes: Year-Over-Year

Year	Quarter	Table Games GGR	Slots GGR	Total GGR	State Taxes Collected
2021	Q1	\$51,147,252.30	\$72,828,463.99	\$123,975,716.29	\$30,993,929.07
	Q2	\$66,827,652.69	\$88,842,261.01	\$155,669,913.70	\$38,917,478.42
	Q3	\$76,480,254.77	\$97,903,798.73	\$174,384,053.50	\$43,596,013.38
	Q4	\$86,322,321.24	\$94,064,782.51	\$180,387,103.75	\$45,096,775.94
	<b>Total</b>	<b>\$280,777,481.00</b>	<b>\$353,639,306.24</b>	<b>\$634,416,787.24</b>	<b>\$158,604,196.81</b>
2022	Q1	\$79,459,213.78	\$94,110,326.79	\$173,569,540.57	\$43,392,385.14
	Q2	-	-	-	-
	Q3	-	-	-	-
	Q4	-	-	-	-
	<b>Total (to date)</b>	<b>\$79,459,213.78</b>	<b>\$94,110,326.79</b>	<b>\$173,569,540.57</b>	<b>\$43,392,385.14</b>

# Lottery Sales: Q1 2022\*

Year	Month	Lottery Sales	% Change 2021
2022	January	\$325,690.75	41.3%
	February	\$237,094.00	27.1%
	March	\$255,637.00	30.1%
	<b>Total</b>	<b>\$818,421.75</b>	<b>33.4%</b>

\*The periods for which relevant sales are reported are based upon week-end totals, and may not correspond precisely to calendar month periods.

# Lottery Sales: Year-Over-Year

Year	Quarter	Lottery Sales	% Change from Previous Year
2021	Q1	\$613,578.00	-13.3%
	Q2	\$727,269.25	11354.1%
	Q3	\$777,725.00	84.4%
	Q4	\$908,165.00	43.5%
	<b>Total</b>	<b>\$3,026,737.25</b>	<b>71.2%</b>
2022	Q1	\$818,421.75	33.4%
	Q2	-	-
	Q3	-	-
	Q4	-	-
	<b>Total (to date)</b>	<b>\$818,421.75</b>	<b>33.4%</b>

# Workforce

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# Employment: All Employees

Sector	Goal	Q1% <sup>1</sup>	Q1 Total # of Employees	Q2%	Q2 Total # of Employees	Q3%	Q3 Total # of Employees	Q4%	Q4 Total # of Employees
Minority	40%	54%	1,879	-	-	-	-	-	-
Veteran	3%	2%	82	-	-	-	-	-	-
Women	50%	45%	1,550	-	-	-	-	-	-
Local/Host/Surrounding Community Resident <sup>4</sup>	75%	87%	3,030	-	-	-	-	-	-
MA Residents	-	90%	3,144	-	-	-	-	-	-
Total Number of Employees <sup>3</sup>			3,482						
Full-time			2,403						
Part-time			1,079						
On-call			0						

- 1 All Q1 figures are as of April 1, 2022.
- 2 “Local/Host/Surrounding Community Residents” include residents from communities within thirty (30) miles of Encore Boston Harbor.
- 3 Please note that an employee may fall into more than one sector (e.g.: minority and local) and, as such, totals may not be reflective of the sum of previous columns.



# Employment: Supervisory and Above

	Minority	Women	Veteran	Total Head Count (including non-minority employees)
<b>ALL EMPLOYEES</b>				
Number of Employees	1,879	1,550	82	3,482
% Actual	54%	45%	2%	-
<b>MANAGER AND ABOVE</b>				
Number of Employees	102	96	13	220
% Actual	46%	44%	6%	-
<b>SUPERVISORS AND ABOVE</b>				
Number of Employees	316	228	24	553
% Actual	59%	43%	5%	-

# Operating Spend

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# Operating Spend<sup>1</sup>: Diversity

Diversity Category	Annual Goal	Q1%	Q1 Spend
MBE Vendor Spend	8%	8%	\$1,534,132.60
VBE Vendor Spend	3%	2%	\$386,262.19
WBE Vendor Spend	14%	14%	\$2,786,775.99
<b>Total Diverse Spend</b>	<b>25%</b>	<b>24%</b>	<b>\$4,707,170.78</b>

<sup>1</sup> All spend figures referenced herein are based upon Encore Boston Harbor's Q1 discretionary spend amount of **\$20,324,247.25**.

# Operating Spend: Local

Locality	Annual Goal	Q1%	Q1 Spend
Boston	\$20,000,000.00	17%	\$3,548,797.19
Chelsea	\$2,500,000.00	3%	\$519,353.87
Everett	\$10,000,000.00	8%	\$1,595,211.43
Malden	\$10,000,000.00	1%	\$125,977.26
Medford	\$10,000,000.00	0%	\$74,138.99
Somerville	\$10,000,000.00	5%	\$1,024,395.81
MA (Statewide)	-	57%	\$ 11,682,847.37

# Compliance

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# Compliance: Minors<sup>1</sup> Prevented from Gaming

Month	Minors Intercepted on Gaming Floor and Prevented from Gaming	Minors Intercepted Gaming	Minors Intercepted at Slot Machines	Minors Intercepted at Table Games	Minors Intercepted Consuming Alcohol	Number of IDs NOT Checked that Resulted in Minor on Gaming Floor	Number of Fake IDs Provided by Minors that Resulted in Minor on Gaming Floor	Numbers of Minors on Gaming Floor Under 18 Years of Age
January	3	0	0	0	0	2	0	0
February	13	3	3	0	2	0	1	5
March	4	3	2	1	1	1	1	1
<b>Total</b>	<b>20</b>	<b>6</b>	<b>5</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>6</b>

<sup>1</sup> A “minor” is defined as a person under 21 years of age, provided however, that the last column of the above specifically refers to persons under 18 years of age.

- The average length of time spent by a minor on the casino floor was 26 minutes.
- The longest length of time spent by a minor on the casino floor was 1 hours, 52 minutes.
- The shortest length of time spent by a minor on the casino floor was 1 minute.

# Promotions and Marketing Update

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# Q1 TRU Patron Charitable Contributions

Charitable Organization	Dollar Amount	Number of Tickets
Boston Area Rape Crisis Center	\$9,211.91	51,048
Bread of Life	\$9,642.90	52,125
Disabled American Veterans	\$15,178.14	65,287
Mystic River Watershed Association	\$5,605.76	41,244
<b>Total</b>	<b>\$39,638.71</b>	<b>209,704</b>





# Special Events and Volunteerism

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# Forbes Update from Damien O'Riordan, Executive Vice President – Operations

- Forbes 5 Star Hotel & Spa!
- Forbes 4 Star Rare Steakhouse
  - Highest rated steakhouse in Boston!
- Largest 5 star gaming resort outside of Las Vegas!
- There are only six 5 Star Gaming Resorts in North America.
- Largest 5 star resort on the East Coast.
- Encore Boston Harbor is one of only five Forbes 5 Star Properties in Boston.
- The Spa is 1 of only 3 Five Star Spas in the city!

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**Forbes** ★★ ★★  
TRAVEL GUIDE


# FORBES TRAVEL GUIDE IS THE ONLY INDEPENDENT, GLOBAL RATING SYSTEM FOR LUXURY HOSPITALITY

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MACAU RESTAURANTS | MACAU, CHINA

## Lai Heen





Macau's haute, sky-high Chinese restaurant



VERIFIED LUXURY  
LEARN HOW WE INSPECT

The highest Chinese restaurant in Macau lives up to its lofty location – Lai Heen, residing on the 51st floor of the recently opened The Ritz-Carlton, Macau, serves elevated (literally) Cantonese food in a dreamlike space ...

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HALDIVES HOTELS | VOMMULI, MALDIVES

## The St. Regis Maldives Vommuli Resort

Marine-inspired Maldivian luxury

HEALTH SECURITY VERIFIED



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Outfitted for both romance and family vacations, The St. Regis Maldives Vommuli Resort is an island oasis. The resort stands upon an exquisite 22-acre paradise in the southern Dhaalu Atoll, a 45-minute seaplane journey ...

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## Phoenician Spa

Phoenician Spa in the Arizona desert



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Phoenician Spa is a journey to that of a rising star. The spa's new look in 2018, its first major renovation since the Phoenix hotel opened in 1992, is a three-story space ...

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# WHAT FORBES EVALUATES

Up to **900 standards** across every guest-facing department in The Hotel/ Fine Dining & Spa.

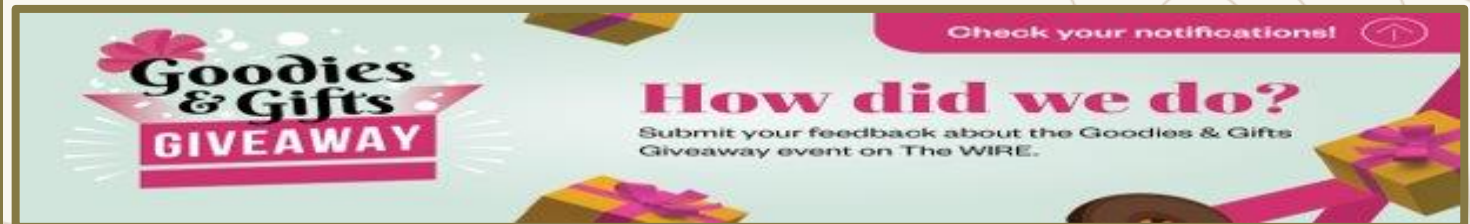
Hotel composite score combines:  
**75%** Service  
**25%** Facility

FORBES CLASSIFICATIONS	
Cleanliness & Condition	Graciousness, Thoughtfulness & Sense of Personalized Service
Courtesy & Manners	Sense of Luxury
Efficiency	Staff Appearance
Food & Beverage Quality	Technical Execution, Skill & Knowledge
Guest Comfort & Convenience	Wellness

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# Goodies & Gifts Giveaway

- ❖ Team member appreciation event where employees received doughnuts and pastries along with the chance to win prizes.



# Human Trafficking Awareness Campaign and Employee Trainings



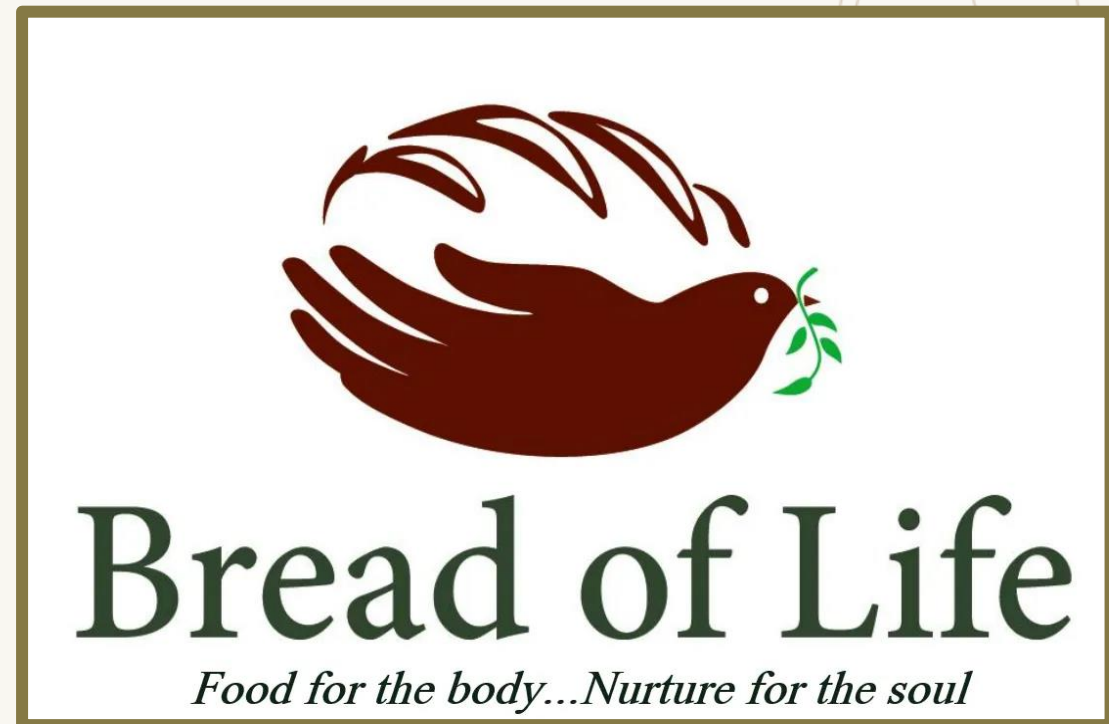
# Problem Gaming Awareness Month





# Bread of Life Food Drive

- ❖ EBH team collected more than 2,100 pounds of food for Bread of Life food pantry in Malden



# Employees Volunteered 1,074 Hours

- ❖ EBH team volunteered 1,074 hours of their time serving organizations such as Cradles to Crayons, Casa Myrna and the Mystic River Watershed Association



# Wynn Resorts Named Travel + Leisure Global Vision Award Honoree

- ❖ Awarded to companies, individuals, destinations and organizations “taking strides to develop more sustainable and responsible travel products, practices, and experiences.
- ❖ Honorees demonstrate leadership and creative problem solving and are taking actionable, quantifiable steps to protect communities and environments around the world.
- ❖ Wynn Resorts’ mentioned contributions:
  - 160-acre solar farm at Wynn Las Vegas which reduced the hotel’s carbon footprint by 20%
  - 70% of food waste cut from restaurant kitchens at Wynn Macau
  - Rooftop solar array and four-megawatt batteries at Encore Boston Harbor
  - Goal of net-zero carbon emissions by 2050 by switching 50% of energy use to renewables by 2030

# Accommodations for Visually Impaired



## ❖ At check-in and in resort guest rooms:

- At check-in, guests are read hotel policies and procedures aloud by registration staff.
- Room Valet® systems are installed in accessible guest rooms featuring alarms, noise prompts and shaker pads for guest beds. A member of the engineering team accompanies guest to their guest room to demonstrate the system.
- Our team is working toward Room Valet® integration with guest's personal devices.

## ❖ On the casino floor:

- Cheques are placed for the guest on table games.
- Card and tile values are read to guests.
- Results of card, dice, ball rolls, or any outcome of a gaming decision where a relevant guest's money is involved is announced.



Questions?