

# Quarterly Report Q4 2023

February 15, 2023

Massachusetts Gaming Commission

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# Gaming Revenue, Taxes & Lottery Sales

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# Gaming Revenue & Taxes: Q4 2023

Year	Month	Table Games GGR	Slots GGR	Total GGR	State Taxes Collected
<b>2023</b>	October	\$28,148,049.50	\$34,218,885.28	\$62,366,934.78	\$15,591,733.70
	November	\$27,857,045.17	\$33,574,238.87	\$61,431,284.04	\$15,357,821.01
	December	\$29,663,162.99	\$36,163,279.80	\$65,826,442.79	\$16,456,610.70
	<b>Total</b>	<b>\$85,668,257.66</b>	<b>\$103,956,403.95</b>	<b>\$189,624,661.61</b>	<b>\$47,406,165.41</b>

# Gaming Revenue & Taxes: Year-Over-Year

Year	Quarter	Table Games GGR	Slots GGR	Total GGR	State Taxes Collected
2022	Q1	\$79,459,213.78	\$94,110,326.79	\$173,569,540.57	\$43,392,385.14
	Q2	\$83,618,480.43	\$98,210,588.95	\$181,829,069.38	\$45,457,267.36
	Q3	\$81,026,184.12	\$103,366,682.87	\$184,392,866.99	\$46,098,216.75
	Q4	\$88,429,261.89	\$101,504,033.71	\$189,933,295.60	\$47,483,323.90
	<b>Total</b>	<b>\$332,533,140.22</b>	<b>\$397,191,632.32</b>	<b>\$729,724,772.54</b>	<b>\$182,431,193.15</b>
2023	Q1	\$87,548,447.43	\$103,225,625.66	\$190,774,073.09	\$47,693,518.27
	Q2	\$86,482,473.05	\$105,539,308.38	\$192,021,781.43	\$48,005,445.37
	Q3	\$78,245,849.05	\$104,171,489.84	\$182,417,338.89	\$45,604,334.73
	Q4	\$85,668,257.66	\$103,956,403.95	\$189,624,661.61	\$47,406,165.41
	<b>Total</b>	<b>\$337,945,027.19</b>	<b>\$416,892,827.83</b>	<b>\$754,837,855.02</b>	<b>\$188,709,463.78</b>

# Sports Wagering Revenue & Taxes: Q4 2023

Year	Month	Monthly Win	State Retail Taxes Collected
2023	<b>October</b>	\$481,981.00	\$69,187.00
	<b>November</b>	\$306,161.00	\$43,296.00
	<b>December</b>	\$515,360.00	\$74,911.65
	<b>Total</b>	<b>\$1,303,502.00</b>	<b>\$187,394.65</b>

# Lottery Sales: Q4 2023\*

Year	Month	Lottery Sales	% Change 2022
<b>2023</b>	October	\$569,580.25	75.1%
	November	\$420,620.25	55.7%
	December	\$470,816.00	-8.8%
	<b>Total</b>	<b>\$1,461,016.50</b>	<b>31.4%</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
2022	Q1	\$818,421.75	33.4%
	Q2	\$828,894.50	14.0%
	Q3	\$879,137.50	13.0%
	Q4	\$1,111,519.50	22.4%
	<b>Total</b>	<b>\$3,637,973.25</b>	<b>20.2%</b>
2023	Q1	\$1,076,576.75	31.5%
	Q2	\$1,467,402.50	77.0%
	Q3	\$1,515,403.00	72.4%
	Q4	\$1,461,016.50	31.4%
	<b>Total</b>	<b>\$5,520,398.75</b>	<b>51.7%</b>

# Workforce

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# Employment: Non-Sports Wagering Related Employees

Sector	Goal	Q1% <sup>1</sup>	Q1 Total # of Employees	Q2% <sup>2</sup>	Q2 Total # of Employees	Q3% <sup>3</sup>	Q3 Total # of Employees	Q4% <sup>4</sup>	Q4 Total # of Employees
Minority	40%	71%	2,061	72%	2,073	72%	2,075	73%	2,069
Veteran	3%	2%	83	2%	77	2%	75	2%	72
Women	50%	45%	1,587	45%	1,575	45%	1,553	45%	1,545
Local/Host/Surrounding Community Resident <sup>5</sup>	75%	88%	3,106	88%	3,072	88%	3,052	88%	3,031
MA Residents	-	90%	3,186	89%	3,126	91%	3,136	91%	3,111
<b>Total Number of Employees<sup>6</sup></b>			<b>3,526</b>		<b>3,501</b>		<b>3,462</b>		<b>3,437</b>
Full-time			2,452		2,475		2,421		2,405
Part-time			1,074		1,026		1,041		1,032
On-call			0		0		0		0

- 1 All Q1 figures are as of March 10, 2023. The total number of employees that did not specify their minority status during Q1 was 641.
- 2 All Q2 figures are as of July 1, 2023. The total number of employees that did not specify their minority status during Q2 was 613.
- 3 All Q3 figures are as of October 1, 2023. The total number of employees that did not specify their minority status during Q3 was 591.
- 4 All Q4 figures are as of January 1, 2024. The total number of employees that did not specify their minority status during Q4 was 585.
- 5 “Local/Host/Surrounding Community Residents” include residents from communities within thirty (30) miles of Encore Boston Harbor.
- 6 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: Non-Sports Wagering Related Employees

Sector	Goal	Q1% <sup>1</sup>	Q1 Total # of Employees	Q2% <sup>2</sup>	Q2 Total # of Employees	Q3% <sup>3</sup>	Q3 Total # of Employees	Q4% <sup>4</sup>	Q4 Total # of Employees
Minority	40%	71%	2,061	72%	2,073	72%	2,075	73%	2,069

Percentages in the minority sector for each chart are based upon the total number of employees for the relevant quarter, minus the number of employees that did not specify their minority status as designed in the footnote that corresponds to each quarter. For example, for Q4, the minority percentage was calculated by subtracting 585 from 3,437 (the total number of employees) which equals 2,852. 2,069 (the number of employees who identify as a minority), is 73% of 2,852.

# Employment: Non-Sports Wagering Related Employees Supervisory and Above

	Minority	Women	Veteran	Total Head Count (including non-minority employees)	Total Number of Employees that Did Not Specify Minority Status
<b>ALL EMPLOYEES</b>					
<b>Number of Employees</b>	2,069	1,545	72	3,437	585
<b>% Actual</b>	73%	45%	2%	-	-
<b>MANAGER AND ABOVE</b>					
<b>Number of Employees</b>	75	83	11	199	11
<b>% Actual</b>	37%	42%	6%	-	-
<b>SUPERVISORS AND ABOVE</b>					
<b>Number of Employees</b>	276	223	20	541	52
<b>% Actual</b>	56%	42%	4%	-	-

# Employment: Sports Wagering Related Employees

Sector	Goal	Q1% <sup>1</sup>	Q1 Total # of Employees	Q2% <sup>2</sup>	Q2 Total # of Employees	Q3% <sup>3</sup>	Q3 Total # of Employees	Q4% <sup>4</sup>	Q4 Total # of Employees
Minority	40%	58%	34	54%	27	60%	26	62%	25
Veteran	3%	0%	0	0%	0	0%	0	0%	0
Women	50%	52%	34	47%	27	48%	24	46%	21
Local/Host/Surrounding Community Resident <sup>4</sup>	75%	88%	57	91%	52	94%	47	95%	45
MA Residents	-	89%	58	94%	54	94%	47	89%	44
<b>Total Number of Employees<sup>5</sup></b>			65		57		50		46
Full-time			42		40		33		30
Part-time			23		17		17		16
On-call			0		0		0		0

- 1 All Q1 figures are as of March 10, 2023. The total number of employees that did not specify their minority status during Q1 was 7.
- 2 All Q2 figures are as of July 1, 2023. The total number of employees that did not specify their minority status during Q2 was 7.
- 3 All Q3 figures are as of October 1, 2023. The total number of employees that did not specify their minority status during Q3 was 7.
- 4 All Q4 figures are as of January 1, 2024. The total number of employees that did not specify their minority status during Q4 was 6.
- 5 “Local/Host/Surrounding Community Residents” include residents from communities within thirty (30) miles of Encore Boston Harbor.
- 6 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: Sports Wagering Related Supervisory and Above Employees

	Minority	Women	Veteran	Total Head Count (including non-minority employees)	Total Number of Employees that Did Not Specify Minority Status
<b>ALL EMPLOYEES</b>					
Number of Employees	25	21	0	46	6
% Actual	62%	46%	0%	-	-
<b>MANAGER AND ABOVE</b>					
Number of Employees	1	1	0	1	0
% Actual	100%	100%	0%	-	-
<b>SUPERVISORS AND ABOVE</b>					
Number of Employees	1	2	0	4	0
% Actual	25%	50%	0%	-	-

# Operating Spend

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

Diversity Category	Annual Goal	Q4%	Q4 Spend
MBE Vendor Spend	8%	11%	\$2,420,426.03
VBE Vendor Spend	3%	0%	\$46,931.54
WBE Vendor Spend	14%	5%	\$1,160,518.62
<b>Total Diverse Spend</b>	<b>25%</b>	<b>16%</b>	<b>\$3,627,876.19</b>

1 All spend figures referenced herein are based upon Encore Boston Harbor's Q4 discretionary spend amount of \$21,700,703.08 .

# Operating Spend<sup>1</sup>: Diversity (Year-Over-Year)

Quarter	2022	2023
1	\$4,707,170.78	\$6,974,604.38
2	\$6,045,666.87	\$4,654,156.01
3	\$5,895,042.92	\$6,074,914.37
4	\$5,048,067.48	\$3,627,876.19
<b>Total</b>	<b>\$21,695,948.05</b>	<b>\$21,331,550.95</b>



# Operating Spend: Local

Locality	Annual Goal	Q4%	Q4 Spend
<b>Boston</b>	\$20,000,000.00	10%	\$ 2,232,238.28
<b>Chelsea</b>	\$2,500,000.00	2%	\$410,006.12
<b>Everett</b>	\$10,000,000.00	10%	\$2,114,595.80
<b>Malden</b>	\$10,000,000.00	1%	\$137,033.62
<b>Medford</b>	\$10,000,000.00	0%	\$61,777.10
<b>Somerville</b>	\$10,000,000.00	5%	\$1,122,206.23
<b>MA (Statewide)</b>	-	60%	\$13,036,485.95

# Operating Spend: Local\* (Year-Over-Year)

Quarter	2022	2023
1	\$6,887,874.55	\$9,138,681.43
2	\$6,610,952.55	\$6,017,752.41
3	\$6,365,060.28	\$6,476,399.45
4	\$6,250,212.59	\$6,077,857.15
<b>Total</b>	<b>\$26,114,099.97</b>	<b>\$27,710,690.44</b>

\*The local spend figures provided in this chart exclude the total spend for MA which is addressed in the next slide.

# Operating Spend: MA (Year-Over-Year)

Quarter	2022	2023
1	\$11,682,847.37	\$14,966,259.45
2	\$10,733,984.80	\$11,152,075.94
3	\$11,840,493.89	\$11,378,899.59
4	\$12,748,150.75	\$13,036,485.95
<b>Total</b>	<b>\$47,005,476.81</b>	<b>\$50,533,720.93</b>

# Compliance

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# Compliance: Minors<sup>1</sup> Prevented from Gaming<sup>2</sup>

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
October	4	1	0	1	0	3	2	1
November	4	3	2	1	4	2	4	1
December	6	6	3	3	1	7	5	4
<b>Total</b>	<b>14</b>	<b>10</b>	<b>5</b>	<b>5</b>	<b>5</b>	<b>7</b>	<b>11</b>	<b>6</b>

1 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.

2 Please note that no minors were intercepted from or found to be engaged in any sports wagering during Q4.

- The average length of time spent by a minor on the casino floor was 76 minutes.
- The longest length of time spent by a minor on the casino floor was 4 hours, 22 minutes.
- The shortest length of time spent by a minor on the casino floor was 1 minute.

# Human Resources Initiatives

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# Fall Family Fun Day



- ❖ In October, a Family Fun Day was organized for team members to bring their family and friends to the South Lawn
- ❖ Guests enjoyed a fun-filled day of games, costumes, treats and other activities

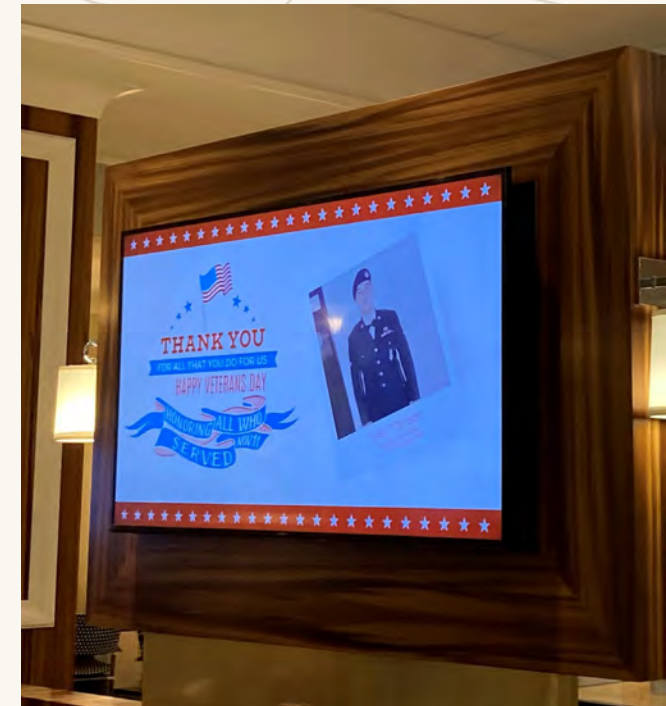
# Holiday Gift Giveaway



- ❖ This year EBH expressed their gratitude to our team members for their hard work by giving gifts to every team member
- ❖ Carry-on luggage was distributed to team members to acknowledge their hard work and show appreciation for their dedication



# Veteran's Day



❖ In recognition of Veteran's Day, a HoH display was created as a token of appreciation for all those who have served. Team members were able to add to the display with expressions of gratitude.

❖ A fallen hero table was also set up at Le Staff Café as a memorial.

# Indigenous Heritage Month

In commemoration of Indigenous Heritage Month, a panel was created to highlight and celebrate the rich cultural heritage and experience of Indigenous communities. The goal of the panel was to raise awareness, promote understanding, and foster appreciation for the Indigenous cultures. To form the panel, individuals with a deep understanding and connection to Indigenous heritage were invited to participate.



The background features a repeating pattern of stylized floral and leaf motifs in a light beige color. The motifs include various flower shapes with five petals and leaves with circular centers, all rendered in a simple line-art style. The overall aesthetic is clean and elegant.

# Promotions, Marketing, Special Events and Volunteerism Update

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# Q4 Employee Volunteer Efforts



- ❖ Employees volunteered more than 4,000 hours of their time serving local nonprofits
- ❖ EBH collected over 300 toys for the City of Everett
- ❖ Over 100 employees participated in local nonprofit walks/races for Bread of Life in Malden, Northeast Arc, Disabled American Veterans and the Walk to End Alzheimer's
- ❖ Raised \$56,604.55 for the Wynn Resorts Foundation Community Grant Fund through specialty sales and fundraising which totaled \$113,209.10 with the corporate match.

# Feed the Funnel



- ❖ Feed the Funnel was back for its finale in November 2023. Employees, friends, family, nonprofit partners and vendors, contributed over 2,000 hours to help pack 559,038 meals in partnership with The Pack Shack
- ❖ Meals were donated to local organizations including Food for Free, Community Works Services, Salvation Army Chelsea Corps, Salvation Army Cambridge Corps, and Eliot Family Resource Center
- ❖ EBH's Feed the Funnel year-end total exceeded ONE MILLION meals

# Q4\* TRU Patron Charitable Contributions

Charitable Organization	Dollar Amount	Number of Tickets
Animal Rescue League of Boston	\$12,192.73	54,600
Big Sister Association of Greater Boston, Inc.	\$5,772.19	39,823
New England Center for Homeless Veterans	\$10,209.97	50,182
South Cove Manor at Quincy Point Rehab Center	\$5,330.64	37,977
<b>Total</b>	<b>\$33,505.53</b>	<b>182,582</b>

\*Contributions are from October 1, 2023 through December 31, 2023.



**Questions?**