



Licensing and Regulatory Group
Gaming Licensing and Development
Department

GAMING EMPLOYMENT LICENSE MANUAL

Rev. No.: 4

Effectivity: JAN 31 2024

	GAMING EMPLOYMENT LICENSE MANUAL	Page No.	Page 1 of 65
		Rev. No.	4
	Gaming Licensing and Development Department	Effectivity	JAN 31 2024

EXECUTIVE SUMMARY

The Gaming Licensing and Development Department (GLDD) focuses on the issuance of Gaming Employment Licensee (GEL) to all gaming employees.

The Licensees/Gaming Operators shall secure GEL for their respective employees before deployment. Also, Licensees/Gaming Operators should not hire/deploy employees listed in the Terminated Employees Database (TED) and National Database of Restricted Persons (NDRP) under the licensee-emanating exclusion.

To ease the processing of GEL, GLDD provides the GEL, TED, and NDRP online systems, to guarantee seamless access by the Licensees/Gaming Operators for GEL application and renewal, and verification of restricted persons, respectively.

The Department ensures that PAGCOR and its Licensees comply with the GEL policies and guidelines through regular conduct of Compliance Verification.

	GAMING EMPLOYMENT LICENSE MANUAL	Page No.	Page 2 of 65
		Rev. No.	4
	Gaming Licensing and Development Department	Effectivity	JAN 31 2024

TABLE OF CONTENTS

GENERAL GUIDELINES	4
SECTION 01: RULES	6
SECTION 02: RESPONSIBILITY CENTERS	7
SECTION 03: NEW GAMING EMPLOYMENT LICENSE (GEL)	9
SECTION 04: RENEWAL GAMING EMPLOYMENT LICENSE (GEL)	14
SECTION 05: UPDATE OF EMPLOYEE INFORMATION	19
SECTION 06: REPORTS	20
SECTION 07: REVOCATION OF GEL	21
SECTION 08: SUSPENSION OF GEL	23
SECTION 09: CANCELLATION OF GEL	24
SECTION 10: REINSTATEMENT OF GEL	25
SECTION 11: NON-COMPLIANCE	26
SECTION 12: COMPLIANCE VERIFICATION	29
SECTION 13: HELPDESK	30

ANNEXES

ANNEX A: CLASSIFICATION OF GEL HOLDERS	31
ANNEX B: CLASSIFICATION MATRIX	32
ANNEX C: TERMINATED EMPLOYEE DATABASE	33
ANNEX D: RESPONSIBLE GAMING	35
ANNEX E: GEL FORMS	36
ANNEX F: GEL NOTICES	50
ANNEX G: GEL ONLINE SYSTEM	52
ANNEX H: MEMORANDUM OF THE OFFICIAL PAGCOR OPEX ACCOUNT	55
ANNEX I: TEMPORARY GAMING PERMIT	56
ANNEX J: EMPLOYEE'S HANDBOOK	58

	GAMING EMPLOYMENT LICENSE MANUAL	Page No.	Page 3 of 65
		Rev. No.	4
	Gaming Licensing and Development Department	Effectivity	JAN 31 2024

DEFINITION OF TERMS

PAGCOR or Philippine Amusement and Gaming Corporation

- refers to the regulatory organization forming and implementing policies for gaming establishments.

GLDD or Gaming Licensing and Development Department

- the regulatory arm of PAGCOR tasked to issue GEL to employees of all PAGCOR operated and regulated gaming establishments.

GEL or Gaming Employment License

- refers to an authorization issued by the Philippine Amusement and Gaming Corporation (PAGCOR) through the Gaming Licensing and Development Department (GLDD) granting a person the privilege to be employed as a gaming employee within the Philippine jurisdiction.

Employer or Licensee

- refers to a legal entity duly authorized by PAGCOR to operate a gaming facility.

NDRP

- refers to the National Database of Restricted Persons, an online system which maintains the list of restricted/excluded personalities.

TED or Terminated Employees Database

- refers an online system of terminated employees charged with just causes.

Active Gaming Employment License (GEL)

- refers to a license that is not revoked, suspended, cancelled, or expired.

	GAMING EMPLOYMENT LICENSE MANUAL	Page No.	Page 4 of 65
		Rev. No.	4
	Gaming Licensing and Development Department	Effectivity	JAN 31 2024

GENERAL GUIDELINES

The “Gaming Employment License” or “GEL”, is an authorization issued by Philippine Amusement and Gaming Corporation (PAGCOR) granting a person the privilege to be employed as a gaming employee within the Philippine jurisdiction. It is a pre-employment and continuing requirement for employment in any gaming establishment in the country, where no employer shall hire and/or keep an individual employed without an active Gaming Employment License (GEL).

Prior to hiring and/or signing of employment contract, the employer must ensure that the personnel who are directly involved in the gaming operations possess an **ACTIVE** GEL.

The following **MUST** apply for GEL:

1. Regular or contractual employees hired by the employer, outsourced personnel or those hired through employment agencies whose services are shared between gaming and non-gaming operations.
2. Outsourced personnel or those hired through employment agencies whose tasks/functions require handling of or direct contact with gaming equipment, paraphernalia, casino cash, chips, tokens, such as, but not limited to, dealers, slot machine technicians, slot machine attendants, cashiers, bingo ticket sellers, callers, gaming assistants, etc.
3. Consultants who have participation and/or involvement in the gaming operations.

The following need **NOT** to apply for GEL:

1. Regular or contractual employees of the Licensee, outsourced personnel or those hired through employment agencies whose position titles and/or job descriptions are clearly having no gaming operations involvement as certified by Licensee.
2. Personnel who are not direct hires of the employer
 - a. Staff of concessionaires
 - b. Hotel staff, and/or personnel
 - *Licensee with gaming and hotel organization that are combined in one corporate entity must submit an undertaking that the Licensee as employer will require such hotel employees who will be re-assigned to gaming operations will obtain GEL prior to assumption of a gaming position.*

	GAMING EMPLOYMENT LICENSE MANUAL	Page No.	Page 5 of 65
		Rev. No.	4
	Gaming Licensing and Development Department	Effectivity	JAN 31 2024

- c. Drivers
- d. Maintenance / Utility personnel
- e. Security guards and,
- f. and others alike whose position titles and/or job descriptions are clearly having no gaming operations involvement.
- *Licensee must submit a certification stating the specific position titles of employees and their job descriptions which are clearly have no gaming involvement.*
- 3. Suppliers and/or contractors of the Licensees that provide gaming equipment and paraphernalia as well as installation, inspection, repair, and maintenance services of equipment.
- 4. Regular or contractual employees of the Licensee, outsourced personnel or those hired through employment agencies who have applied for a Temporary Gaming Permit.

Validity:

- 1. The GEL number is non-transferable. Only the person to whom the license has been issued is eligible to use the license.
- 2. The GEL of the employee of a Licensee shall be valid for three (3) years reckoned from the date of birth of the holder.
- 3. PAGCOR employees' GEL shall be valid indefinitely, unless sooner suspended, revoked, or cancelled.

	GAMING EMPLOYMENT LICENSE MANUAL	Page No.	Page 6 of 65
		Rev. No.	4
	Gaming Licensing and Development Department	Effectivity	JAN 31 2024

SECTION 1: RULES

- (a) All applications, renewals, reinstatement, revocation, and suspension for GEL must be coursed through the prospective employer or the employer.
- (b) The employer must ensure that the required qualifications and documents for GEL are correct and valid during the time of application/renewal and must be properly file in a subfolder in the employee's 201 file. The documents must be available to PAGCOR anytime.
- (c) The employer shall pay PAGCOR the GEL application/renewal fee/s and penalties on behalf of its employee/s. Fees are non-refundable and non-transferrable. All fees must be Philippine currency.
- (d) The employer shall comply with requested certifications, communications, forms, letters, reports, etc. for reasons PAGCOR deems needed for the compliance of GEL, such as, but not limited to documents, identification cards, proof of payment, receipts and alike.
- (e) Employees without an active GEL cannot be deployed for duty.
- (f) The employer must issue monthly notices to its employees (*i.e., through email blasts, text brigade, memoranda, posters, or other media*) to remind them that their GEL must be active while they are employed.
- (g) Failure to comply with rules and guidelines will be subject for penalty. Refer to Section 11 for the Table of Penalties. All fees are in Philippine currency. Penalties imposed to the employer/licensee must be settled on or before the specified period.

	GAMING EMPLOYMENT LICENSE MANUAL	Page No.	Page 7 of 65
		Rev. No.	4
	Gaming Licensing and Development Department	Effectivity	JAN 31 2024

SECTION 2: RESPONSIBILITY CENTERS

1. For Employers

The Employer must designate personnel/s to perform specific functions. Contact details (*i.e., mobile number, email address, office number and the like*) of the designated personnel/s must be provided. Any changes must be promptly advised. The table below enumerates the function of each designation. All designated personnel should be accompanied with an approved GEL form of PAGCOR. **See Annex E, GEL Form A and B**

DESIGNATION	FUNCTION/S
Authorized Signatory	Signs all certifications, communications, forms, letters, and reports to be submitted to PAGCOR relative to the compliance GEL
GEL Liaison Officer	Will serve as PAGCOR's contact person and task: 1. Ensures the GEL Manual are observed and implemented 2. Will serve as PAGCOR's contact person for GEL 3. Receives monthly SOA/Invoice 4. Updates payment information 5. Sends Proof of Payment to PAGCOR 6. Ensures printing of GEL on company ID 7. Ensures that applicant is not a banned person under Licensee - Emanating Exclusion Order 8. Ensures that applicant is not a Terminated Employee for just cause. 9. Tag resigned employees in the Online System 10. Keeps GEL sub-folder of employees updated 11. Submits to PAGCOR required GEL reports 12. Application/renewal of GEL 13. Authorized user of PAGCOR Systems relative to GEL (NDRP, TED, GEL)
Alternate GEL Liaison Officer	Performs function/tasks of the Liaison Officer in his/her absence

The Employer must also submit master list of positions (including executive positions) with classification, **See Annex E, GEL Form C**. Description of classification matrix presented in **Annex A** and **Annex B**, respectively, may be used as guide. PAGCOR reserves the right to validate and evaluate positions in

	GAMING EMPLOYMENT LICENSE MANUAL	Page No.	Page 8 of 65
		Rev. No.	4
	Gaming Licensing and Development Department	Effectivity	JAN 31 2024

case of discrepancies in classification of positions, and to sustain or change classification based on the review.

The employer shall require the designated GEL Liaison Officer and his/her alternate to fill out and submit the required GEL Forms. **See Annex E, GEL Form A and B**

2. For Employees

Employees/applicants are held responsible for the information provided in the GEL system.

All information provided is considered PAGCOR's property and PAGCOR has the right to use the information for any legal purpose it may serve.

	GAMING EMPLOYMENT LICENSE MANUAL	Page No.	Page 9 of 65
		Rev. No.	4
	Gaming Licensing and Development Department	Effectivity	JAN 31 2024

SECTION 3: NEW GAMING EMPLOYMENT LICENSE (GEL)

1. Requirements:

The employer must ensure that the applicant has submitted the following requirements:

a. Birth Certificate

- Certified true copy issued by the Philippine Statistics Authority (PSA) or its foreign counterpart
- Applicant must be at least 21 years old during the time of application

b. NBI Clearance

- Must be valid at the time of submission (1 year validity)
- Must clearly indicate the exact name
- No derogatory record or no record on file as indicted under "Remarks".

The licensee may, at its discretion, endorse the application for GEL of an applicant, notwithstanding said derogatory record, provided the offense/s for which the employee is involved is not any of the offenses/causes for termination of GEL as enumerated in Annex C.

c. Medical Certificate

- Must be valid at the time of submission (6 months validity)
- Must clearly indicate the exact name
- Fit to work specified under "Remarks", which is duly signed by the attending physician with the physician's license number from an appropriate medical institution authorized by the government

d. Drug Test (optional, if required by the employer)

- Must be valid at the time of submission (6 months validity)
- Must clearly indicate the exact name
- Negative as indicted under "Remarks" from an authorized drug testing center by the government

e. Photo (2 x 2 inches)

- Must be taken within the last six (6) months
- Must be in color
- Must face the camera in the photo

	GAMING EMPLOYMENT LICENSE MANUAL	Page No.	Page 10 of 65
		Rev. No.	4
	Gaming Licensing and Development Department	Effectivity	JAN 31 2024

Additional mandatory documents for Executive/Managerial Positions, if the applicant is a former Executive/Manager from previous gaming employer and is applying within one (1) year from separation in another gaming employer:

- f. Certification from previous Employer, attesting to the fact that a) the applicant is not bounded by any restrictive covenant or contractual stipulation (i.e., non-compete clause) that would legally prevent the applicant from working for another licensee OR b) former employer is waiving the effectivity of such applicable restriction. Without the certification, the GEL of employee holding the executive or managerial position shall be deemed suspended for a period of one (1) year from the date of separation.

Additional mandatory documents for foreigners:

- g. Copy of Valid Passport (From Country of Origin)
 - Must be valid at the time of submission
 - Must clearly indicate the complete name, date of birth, and nationality
- h. Employment Permit issued by the Department of Labor and Employment (DOLE)
 - Must be valid at the time of submission
 - Must clearly indicate the exact name
- i. Working Visa issued by the Bureau of Immigration and Deportation (BID)
 - Must be valid at the time of submission
 - Must clearly indicate the exact name

After receiving and verifying the complete requirements for GEL application, the employer will provide the applicant a copy of GEL Form D, (See Annex E) for the applicant to accomplish and submit to the employer. Employer files the document together with the other GEL application requirement in a subfolder in the employee's 201 file.

2. Endorsement

- a. The employer must endorse all application/s. **GEL Form E, (See Annex E)**
- b. The employer must ensure that all application has no existing Active, Suspended, or Revoke GEL at the time of endorsement.

	GAMING EMPLOYMENT LICENSE MANUAL	Page No.	Page 11 of 65
		Rev. No.	4
	Gaming Licensing and Development Department	Effectivity	JAN 31 2024

c. It is the responsibility of the employer to review, check, and verify at the time of endorsement that:

- Received and has on file the complete requirements listed under Section 3.A, including the certification from the previous gaming employer of the executive or manager.
- Verified that the applicant's name is not included in the list of Licensee-Emanating Excluded Persons.
- Verified that the applicant's name is not included in the list of terminated employees by PAGCOR or any licensee for just cause, **See Annex C.**
- Understand the Responsible Gaming Code of Practice (Executives are exempted on this requirement)

3. Procedure

- a. The employer receives and has on file the complete documentary requirements, including certifications, communications, forms, letters, and reports, if any, relative to GEL.
- b. The employer verifies that the applicant's name is not included in the list of Licensee-Emanating Excluded Persons.
- c. The employer verifies that the applicant's name is not included in the list of terminated employees by PAGCOR or any licensee for just cause.
- d. The employer shall prominently indicate the GEL number of the employee in his/her Company ID not later than one (1) month after issuance of GEL.

4. Payment of Fees

a. Fees

i. For Licensee:

CLASSIFICATION	AMOUNT
Executive	5,000.00
Managerial	3,000.00
Supervisory	1,500.00
Rank and File	1,000.00

For definition per classification, See Annex A.

	GAMING EMPLOYMENT LICENSE MANUAL	Page No.	Page 12 of 65
		Rev. No.	4
	Gaming Licensing and Development Department	Effectivity	JAN 31 2024

ii. For PAGCOR:

- Employees are exempted from GEL fees.

b. Procedure (for Licensee only)

- A monthly payment invoice will be made available for the employer/licensee every 20th day of the month, this serves as the Statement of Account which will be the basis for payment. Cut-off for application is 12 midnight on the 19th day of every month.
- It is the responsibility of the employer/licensee to check and monitor the Statement of Account.
- The employer/licensee must deposit the exact amount to PAGCOR's bank account (**Landbank of the Philippines PAGCOR OPEX Acct. No. 3402-1036-70**) before the 10th day of the following month. The amount to be deposited must be the exact amount stated in the Statement of Account (SOA). All payments made that are below the amount stated in the SOA will not be processed. All fees are in Philippine currency. **See Annex H**
- Only one (1) deposit slip must be posted as payment for a single Statement of Account.
- Arrangements for the individuals' payment to the employer or latter's subsidy shall be an internal employer-employee arrangement.
- Payments will be officially acknowledged by PAGCOR only after the full details are posted and confirmed.

i For Posting

- The employer must submit the details of payment to PAGCOR through email at **GELAdmin@pagcor.ph** indicating the Date of Deposit, Bank Name, Bank Branch, Amount, Cash/Check Number, etc. along with an attached copy of the validated bank deposit slip on or before the 10th day of the following month

	GAMING EMPLOYMENT LICENSE MANUAL	Page No.	Page 13 of 65
		Rev. No.	4
	Gaming Licensing and Development Department	Effectivity	JAN 31 2024

ii For Verification

- The proof of payment must be properly submitted to PAGCOR through email at **GELAdmin@pagcor.ph**
- The details of the posted payment will be endorsed to the Fund Management Department (FMD) of PAGCOR for verification and preparation of Official Receipt (OR)

iii For Confirmation

- The issued Official Receipt indicates the confirmation of payment for the Statement of Account
- All unclaimed ORs issued in the current calendar year will be safekept by PAGCOR until the end of January of the following year. Thereafter, PAGCOR will not be accountable for unclaimed ORs.
- In case the Licensee disputes PAGCOR's computation of GEL fees, the employer shall remit the said fees to PAGCOR, under protest. Only upon remittance under protest will PAGCOR commence the processing of reconsideration or reconciliation of the disputed fees. **Failure by the employer to remit the disputed GEL fees will be considered material breach of the conditions of their License to Operate.**
- Failure to remit the payment within the prescribed period will be subject for penalties. Interest computed for the penalties will be billed thereafter.

	GAMING EMPLOYMENT LICENSE MANUAL	Page No.	Page 14 of 65
		Rev. No.	4
	Gaming Licensing and Development Department	Effectivity	JAN 31 2024

SECTION 4: RENEWAL OF GAMING EMPLOYMENT LICENSE (GEL)

1. Requirements:

The application for renewal must be filed within the grace period of thirty (30) days before up to thirty (30) days after expiration of the license.

GEL not renewed within the grace period, amount to be collected will be the fee for new application as listed in section 3.4.a. Employees with expired GEL cannot be deployed for duty.

The employer must conduct training and/or lectures on Responsible Gaming for the employee, ensuring that the employee attends at least one (1) before the GEL is endorsed for renewal. (Executives are exempted on this requirement)

Local (Filipino) employees/applicants are not required to submit new documents except those transferring from one employer/licensee to another.

Foreign employees/applicants must submit new required documents and must be valid during the time of application.

a. Birth Certificate

- Certified true copy issued by the Philippine Statistics Authority (PSA) or its foreign counterpart
- Applicant must be at least 21 years old during the time of application

b. NBI Clearance

- Must be valid at the time of submission (1 year validity)
- Must clearly indicate the exact name
- No derogatory record or no record on file as indicated under "Remarks".

The licensee may, at its discretion, endorse the application for GEL of an applicant, notwithstanding said derogatory record, provided the offense/s for which the employee is involved is not any of the offenses/causes for termination of GEL as enumerated in Annex C.

c. Medical Certificate

- Must be valid at the time of submission (6 months validity)
- Must clearly indicate the exact name

	GAMING EMPLOYMENT LICENSE MANUAL	Page No.	Page 15 of 65
		Rev. No.	4
	Gaming Licensing and Development Department	Effectivity	JAN 31 2024

- Fit to work specified under “Remarks”, which is duly signed by the attending physician with the physician’s license number from an appropriate medical institution authorized by the government
- d. Drug Test (optional, if required by the employer)
 - Must be valid at the time of submission (6 months validity)
 - Must clearly indicate the exact name
 - Negative as indicted under “Remarks” from an authorized drug testing center by the government
- e. Photo (2 x 2 inches)
 - Must be taken within the last six (6) months
 - Must be in color
 - Must face the camera in the photo

Additional mandatory documents for Executive/Managerial Positions, if the applicant is a former Executive/Manager from previous gaming employer and is applying within one (1) year from separation in another gaming employer:

- f. Certification from previous Employer, attesting to the fact that a) the applicant is not bounded by any restrictive covenant or contractual stipulation (i.e., non-compete clause) that would legally prevent the applicant from working for another licensee OR b) former employer is waiving the effectivity of such applicable restriction. Without the certification, the GEL of employee holding the executive or managerial position shall be deemed suspended for a period of one (1) year from the date of separation.

Additional mandatory documents for foreigners:

- g. Copy of Valid Passport (From Country of Origin)
 - Must be valid at the time of submission
 - Must clearly indicate the complete name, date of birth, and nationality
- h. Employment Permit issued by the Department of Labor and Employment (DOLE)
 - Must be valid at the time of submission
 - Must clearly indicate the complete name
- i. Working Visa issued by the Bureau of Immigration and Deportation (BID)

	GAMING EMPLOYMENT LICENSE MANUAL	Page No.	Page 16 of 65
		Rev. No.	4
	Gaming Licensing and Development Department	Effectivity	JAN 31 2024

- Must be valid at the time of submission
- Must clearly indicate the complete name

After receiving and verifying the complete requirements for GEL application, the employer will provide the applicant a copy of GEL Form D, (See *Annex E*) for the applicant to accomplish and submit to the employer. Employer files the document together with the other GEL application requirement in a subfolder in the employee's 201 file.

2. Procedure

- a. The employer must endorse all renewal/s within thirty (30) days before up to thirty (30) days after expiration of the license. **GEL Form E, (See Annex E)**
 - *An employee with an expired GEL (beyond 30 days) must be directed to PAGCOR for personal application along with his/her GEL required documents at PAGCOR Corporate Office.*
- b. The employer receives and has on file the complete documentary requirements, including certifications, communications, forms, letters, and reports relative to GEL.
- c. The employer verifies that the applicant's name is not included in the list of Licensee-Emanating Excluded Persons.
- d. The employer verifies that the applicant's name is not included in the list of terminated employees by PAGCOR or any licensee for just cause.
- e. The employer shall prominently indicate the GEL number of the employee on his/her Company ID not later that one (1) month after issuance of GEL.

3. Payment of Fees

- a. Fees
 - i. For Licensee:

CLASSIFICATION	AMOUNT <i>(renewal/s within 30 days before up to 30 days after expiration of the license)</i>	AMOUNT <i>(renewal/s beyond 30 days after expiration of the license)</i>
Executive	4,000.00	5,000.00
Managerial	2,400.00	3,000.00
Supervisory	1,200.00	1,500.00
Rank and File	800.00	1,000.00

	GAMING EMPLOYMENT LICENSE MANUAL	Page No.	Page 17 of 65
		Rev. No.	4
	Gaming Licensing and Development Department	Effectivity	JAN 31 2024

ii. For PAGCOR:

- Employees are exempted from GEL fees.

b. Procedure (for Licensee only)

- A monthly payment invoice will be made available for the employer/licensee every 20th day of the month, this serves as the Statement of Account which will be the basis for payment. Cut-off for renewal is 12 midnight on the 19th day of every month.
- It is the responsibility of the employer/licensee to check and monitor the Statement of Account.
- The employer/licensee must deposit the exact amount to PAGCOR's bank account (**Landbank of the Philippines PAGCOR OPEX Acct. No. 3402-1036-70**) before the 10th day of the following month. The amount to be deposited must be the exact amount stated in the Statement of Account (SOA). All payments made that are below the amount stated in the SOA will not be processed. All fees are in Philippine currency. **See Annex H**
- Only one (1) deposit slip must be posted as payment for a single Statement of Account
- Arrangements for the individuals' payment to the employer or latter's subsidy shall be an internal employer-employee arrangement.
- Payments will be officially acknowledged by PAGCOR only after the full details are posted and confirmed.

i For Posting

- The employer must submit the details of payment to PAGCOR through email at **GELAdmin@pagcor.ph** indicating the Date of Deposit, Bank Name, Bank Branch, Amount, Cash/Check Number, etc. along with an attached copy of the validated bank deposit slip on or before the 10th day of the following month

	GAMING EMPLOYMENT LICENSE MANUAL	Page No.	Page 18 of 65
		Rev. No.	4
	Gaming Licensing and Development Department	Effectivity	JAN 31 2024

ii For Verification

- The proof of payment must be properly submitted to PAGCOR through email at **GELAdmin@pagcor.ph**
- The details of the posted payment will be endorsed to the Fund Management Department (FMD) of PAGCOR for verification and preparation of Official Receipt (OR)

iii For Confirmation

- The issued Official Receipt indicates the confirmation of payment for the Statement of Account
- All unclaimed ORs issued in the current calendar year will be safekept by PAGCOR until the end of January of the following year. Thereafter, PAGCOR will not be accountable for unclaimed ORs.
- In case the Licensee disputes PAGCOR's computation of GEL fees, the employer shall remit the said fees to PAGCOR, under protest. Only upon remittance under protest will PAGCOR commence the processing of reconsideration or reconciliation of the disputed fees. **Failure by the employer to remit the disputed GEL fees will be considered material breach of the conditions of their License to Operate.**
- Failure to remit the payment within the prescribed period will be subject for penalties. Interest computed for the penalties will be billed thereafter¹.

¹ With Legal Opinion Dated June 27, 2018

	GAMING EMPLOYMENT LICENSE MANUAL	Page No.	Page 19 of 65
		Rev. No.	4
	Gaming Licensing and Development Department	Effectivity	JAN 31 2024

SECTION 5: UPDATE OF EMPLOYEE INFORMATION

1. All employees with GEL must inform their respective employer within one (1) month after any of the following is effected:
 - a. Change of name
 - b. Change in employer
 - c. Change in position
 - d. Change in classification
 - e. Change in address
 - f. Change in contact information (phone, email address)
2. Update of information must be supported by pertinent document such as marriage certificate, annulment papers, etc. to be submitted to the employer.
3. The employer must initiate the update of information process using ***Annex E, GEL Form L***. Supporting documents must be made available for validation.

SECTION 6: REPORTS

1. To maintain a reliable industry check and balance, employers must submit the list of its employees covered by GEL using the **GEL Form I** to PAGCOR through email at **GELAdmin@pagcor.ph** every 15th day of the next month after every end of each Quarter.

COVERAGE	DATE OF SUBMISSION
January 01 – March 31	April 15
April 01 – June 30	July 15
July 01 – September 30	October 15
October 01 – December 31	December 15

If PAGCOR does not receive any form on the designated date, it will be assumed that there is no change in the list employees.

2. List of terminated/dismissed employees for just cause of the previous month must be submitted using **Annex E, GEL Form F and H** through email at **GELAdmin@pagcor.ph** every 15th day of the current month. If PAGCOR does not receive any form on the designated date, it will be assumed that no terminated/dismissed employees have been made on the said month.
3. List of managers and/or executives not granted clearance of the previous month must be submitted using **Annex E, GEL Form G** through email at **GELAdmin@pagcor.ph** every 15th day of the current month. If PAGCOR does not receive any form on the designated date, it will be assumed that no restriction has been made on the said month. **PAGCOR will not be held liable for their hiring/transfer to another employer despite a restrictive covenant or contractual stipulation (i.e., non-compete clause) that would legally prevent them from working for another gaming establishment.**

	GAMING EMPLOYMENT LICENSE MANUAL	Page No.	Page 21 of 65
		Rev. No.	4
	Gaming Licensing and Development Department	Effectivity	JAN 31 2024

SECTION 7: REVOCATION OF GEL

1. PAGCOR may revoke a GEL at any time if any of the following is proven:
 - a. Dismissal of an employee for just causes as enumerated below
 - Game Cheating
 - Fraud and/or Estafa
 - Theft
 - Forgery and Counterfeiting,
 - Unlawful Interference with Gaming Equipment
 - Conviction of a Crime involving Moral Turpitude
 - Use of Camera or any Electronic Devices to assist in Projecting the Outcome of the Game
 - Acts of Dishonesty Amounting to Grave or Serious Misconduct
 - Violation of Employment Contract Provision/Policy on Prohibition from Playing in a Gaming Establishment
 - b. Dismissal of an employee as defined in the Labor Code of the Philippines, as amended, or other relevant laws.
 - c. Conviction of an employee by court of competent jurisdiction upon final judgement for any crime committed by said employee
 - d. Determination that a GEL holder/employee is positive for drug use or substance abuse by an authorized drug testing center by the government
 - e. Determination that a GEL holder/employee is not physically fit to work by an appropriate medical institution authorized by the government
2. The employer must initiate the revocation process by submitting to PAGCOR the duly-signed revocation form for GEL using **Annex E, GEL Form H**. Supporting documents must be made available for validation.
3. The employer must keep on file supporting documents pertaining to the grounds for revocation:

	GAMING EMPLOYMENT LICENSE MANUAL	Page No.	Page 22 of 65
		Rev. No.	4
	Gaming Licensing and Development Department	Effectivity	JAN 31 2024

GROUND S	SUPPORTING DOCUMENT/S
Dismissal of an employee for just causes	1. Board of Director's (BOD) approval of dismissal or alike 2. Complete Investigation Report 3. Written notices to the employee a) stating said violation b) informing the decision of the company clearly stating the reasons thereof 4. Other pertinent document pertaining to the dismissal of the employee
Conviction of an employee by court of competent jurisdiction upon final judgement for any crime	Case decision from a Judicial Court
Determination that a GEL holder/employee is positive for drug use or substance abuse	Positive drug test result from an authorized drug testing center valid at the time of filing of revocation
Determination that a GEL holder/employee is not physically fit to work	Certification issued by an appropriate medical institution authorized by the government that the illness is not curable within six months, and continued employment of the employee is prejudicial to his/her health or to the health of his/her co-employees as defined in the Labor Code of the Philippines, as amended, or other relevant laws

4. PAGCOR will indicate the effectivity of the revocation on the GEL Form H.

	GAMING EMPLOYMENT LICENSE MANUAL	Page No.	Page 23 of 65
		Rev. No.	4
	Gaming Licensing and Development Department	Effectivity	JAN 31 2024

SECTION 8: SUSPENSION OF GEL

1. PAGCOR may suspend a GEL at any time if any of the following is proven:
 - a. Non-submission of clearance/certification by employees holding managerial or executive positions who were separated from previous Employer within one (1) year prior to application, attesting to the fact that:
 - i. the applicant is not bounded by any restrictive covenant or contractual stipulation that would legally prevent the applicant from working for another licensee.
 - ii. former employer is waiving the effectivity of such restriction
 - b. Determination that a GEL holder/employee is found to be in violation of the policy on prohibition from playing in a gaming establishment.
2. The GEL of an employee found to be in violation of any of the above-mentioned grounds will be suspended pursuant to the Responsible Gaming Code of Practice.
3. The employer must initiate the suspension process by submitting to PAGCOR the duly-signed revocation form for GEL using ***Annex E, GEL Form H***. Supporting documents must be made available for validation.
4. PAGCOR will indicate the effectivity of the suspension on the GEL Form H

	GAMING EMPLOYMENT LICENSE MANUAL	Page No.	Page 24 of 65
		Rev. No.	4
	Gaming Licensing and Development Department	Effectivity	JAN 31 2024

SECTION 9: CANCELLATION OF GEL

1. The resigned/retired employee must submit to PAGCOR the duly signed cancellation form using ***Annex E, GEL Form M***. Supporting documents must be made available for validation. *(e.g., Resignation Letter duly accepted by concerned Licensee/Operator; Clearance Certificate, or other documents pertaining to retirement to show severance of one's employment, and other pertinent documents as may be needed).*
2. Personnel with cancelled GEL cannot apply for GEL within six (6) months after cancellation.
3. PAGCOR shall indicate the effectivity of the appropriate cancellation on GEL Form M.

	GAMING EMPLOYMENT LICENSE MANUAL	Page No.	Page 25 of 65
		Rev. No.	4
	Gaming Licensing and Development Department	Effectivity	JAN 31 2024

SECTION 10: REINSTATEMENT OF GEL

Upon expiration or after two (2) years from the date of revocation of a GEL and for reasons PAGCOR deems proper and sufficient, a person may apply for reinstatement of a revoked GEL duly endorsed by PAGCOR or a Licensee. Reinstatement Form, ***Annex E, GEL Form K***, must be accomplished and submitted by the employer to PAGCOR. Supporting documents must be made available for validation. Procedure for reinstated GEL holder shall follow the GEL new application procedures (***See Section 3***).

SECTION 11: NON-COMPLIANCE

1. For Licensee:

a. Table of Penalties

OFFENSE	PENALTY
Deployment of employees without and/or expired GEL	10,000.00 per employee
Hiring/deployment of employees whose name is in the Terminated Employee Database (TED) and/or National Database for Restricted Persons (NDRP) under Licensee - Emanating Exclusion Order	10,000.00 per employee
Non-availability and/or incomplete required documents during the Compliance Verification by GLDD.	2,000.00 per document
Failure to maintain sub-folder for GEL in employees' 201 file.	5,000.00 per sub-folder
Failure to indicate GEL number on employee's company ID.	2,000.00 per employee
Printing of wrong GEL number of employee's company ID.	1,000.00 per employee
Failure to remit payment of license application, renewal fees and/or penalties within the prescribed period	Sixty Percent (60%) per annum interest ²

Note: The employer shall pay PAGCOR the GEL application, renewal fee/s and penalties on behalf of its employee/s.

b. Imposition of Penalties

- i. Violation of the Licensee of any offense shall cause the issuance of a Notice of Non-Compliance specifying the offense with corresponding penalty. **See Annex F.**
- ii. The employer/licensee must deposit the full amount within fifteen (15) calendar days from receipt of Notice of Non-Compliance (NNC) to PAGCOR's bank account, **Landbank of the Philippines PAGCOR OPEX Acct. No. 3402-1036-70 (See Annex H)**. The amount to be deposited must be the exact amount stated in the NNC. All payments made that are below the amount stated in the NNC will not be processed. All fees are in Philippine currency.

² With Legal Opinion Dated June 27, 2018

	GAMING EMPLOYMENT LICENSE MANUAL	Page No.	Page 27 of 65
		Rev. No.	4
	Gaming Licensing and Development Department	Effectivity	JAN 31 2024

- iii. Payments will be officially acknowledged by PAGCOR only after the full details are posted, verified, and confirmed.

For Posting

- The employer must submit the details of payment to PAGCOR through email at **GELAdmin@pagcor.ph** indicating the Date of Deposit, Bank Name, Bank Branch, Amount, Cash/Check Number, etc. along with an attached copy of the validated bank deposit slip.

For Verification

- The details of the posted payment will be endorsed to the Finance and Treasure Department (FTD) of PAGCOR for verification and preparation of Official Receipt (OR)

For Confirmation

- The issued Official Receipt will indicate the confirmation of payment for the Statement of Account
 - All unclaimed ORs issued in the current calendar year will be safekept by PAGCOR until the end of January of the following year. Thereafter, PAGCOR will not be accountable for unclaimed ORs.
- iv. In case the Licensee disputes PAGCOR's computation of GEL penalties, the employer shall remit the said penalties to PAGCOR, under protest. Only upon remittance under protest will PAGCOR commence the processing of reconsideration or reconciliation of the disputed fees. **Failure by the employer to remit the disputed GEL penalties will be considered material breach of the conditions of their License to Operate.**

	GAMING EMPLOYMENT LICENSE MANUAL	Page No.	Page 28 of 65
		Rev. No.	4
	Gaming Licensing and Development Department	Effectivity	JAN 31 2024

2. For PAGCOR:

a. Table of Penalties

OFFENSE
Deployment of employees without and/or expired GEL
Hiring/deployment of employees whose name is in the Terminated Employee Database (TED) and/or National Database for Restricted Persons (NDRP) under Licensee - Emanating Exclusion Order
Non-availability and/or incomplete required documents during the Compliance Verification by GLDD.
Failure to maintain sub-folder for GEL in employees' 201 file.
Failure to indicate GEL number on employee's company ID
Printing of wrong GEL number of employee's company ID.

b. Imposition of Penalties

Erring employees shall be subject to administrative investigation and prosecution pursuant to the 2017 Rules on Administrative Cases in the Civil Service. The PAGCOR Code of Discipline shall also be used as supplementary reference.

	GAMING EMPLOYMENT LICENSE MANUAL	Page No.	Page 29 of 65
		Rev. No.	4
	Gaming Licensing and Development Department	Effectivity	JAN 31 2024

SECTION 12: COMPLIANCE VERIFICATION

PAGCOR will conduct a periodic and/or spot compliance verification activity to determine compliance to GEL Manual.

1. Objectives

- a. To determine if employees of the licensee have GEL
- b. To check if documentary requirements for GEL application are complete and kept in the employees' 201 sub-folder for GEL
- c. To verify information declared in the online application are the same with the information in documentary requirements.
- d. To check if GEL holders' license numbers are correctly printed on the company ID
- e. To verify if GEL holders' information are updated (*i.e., name, employer, address, etc.*)

2. Documents Needed

- a. Manpower list as of the time of compliance verification activity
- b. Sub-folders/201 files of employees with applicable requirements for GEL

3. Procedures

- a. PAGCOR may or may not provide a notice/advisory to the licensee before the scheduled compliance verification.
 - *Compliance verification activity for PAGCOR-operated gaming establishment shall be done at PAGCOR Corporate Main Office.*
- b. A reasonable number of employees (to be determined by the GEL representative) will be drawn to represent the licensee.
- c. The Licensee must provide the GEL representative/s a secure workspace and computer with internet for the duration of the activity.
- d. The Licensee must provide the GEL representative/s with requested certifications, communications, forms, letters, reports and etc. for reasons PAGCOR deems needed for the compliance of GEL, such as, but not limited to documents, identification cards, proofs, receipts and alike.
- e. A Notice of Non - Compliance (***Annex F, Notice of Non-Compliance***) specifying the offense and corresponding penalty will be issued to the Licensee, for offenses and non-compliances referred to in Section 11.

	GAMING EMPLOYMENT LICENSE MANUAL	Page No.	Page 30 of 65
		Rev. No.	4
	Gaming Licensing and Development Department	Effectivity	JAN 31 2024

SECTION 13: HELP DESK

Inquires and other concerns may be addressed to PAGCOR MAIN CORPORATE OFFICE 12th Floor iMET BPO Tower CBP-1A, Metropolitan Park, Roxas Boulevard, Pasay City, 1300 Manila Philippines

For reference, the employer or employees may contact PAGCOR Gaming Licensing and Development Department (GLDD) through email at GELAdmin@pagcor.ph or via telephone at +(632) 8522-0299 / 8522-1357 / 8522-1245 / 8522-1324

	GAMING EMPLOYMENT LICENSE MANUAL	Page No.	Page 31 of 65
		Rev. No.	4
	Gaming Licensing and Development Department	Effectivity	JAN 31 2024

ANNEX A

CLASSIFICATION OF GEL HOLDERS

Executives occupy the highest positions in the organization, appointed and given the responsibility to manage the affairs of an organization and the authority to make decisions within specified bounds. This classification includes, but is not limited to, the CEO, COO, CFO, members of the Board, President, Vice Presidents, Assistant Vice Presidents, general managers or directors of various divisions, owners, and partners. Such positions provide leadership to managers, supervisors, and professional staff.

Managerial employees are those who are vested with the powers or prerogatives to lay down and execute management policies. They manage supervisors and professional employees and are usually in the officer level positions.

Supervisory employees are those who, in the interest of the employer, effectively recommend managerial actions if the exercise of such authority is not merely routinary or clerical in nature but requires the use of independent judgment. They are tasked to monitor and regulate employees in their performance of assigned or delegated tasks; authorized to recommend and/or effect hiring, disciplining, promoting, punishing, rewarding and other associated activities regarding the employees in their departments; and implement manager's decisions through the work of the subordinates.

Rank and File employees are all other employees not falling within any of the above definitions. They usually perform routine assignments, use existing procedures to solve routine or standard problems, and receive instruction, guidance, and direction from others.

PAGCOR reserves the right to validate and evaluate a position for proper classification

	GAMING EMPLOYMENT LICENSE MANUAL		Page No.	Page 32 of 65
	Gaming Licensing and Development Department		Rev. No.	4
			Effectivity	JAN 31 2024

ANNEX B

CLASSIFICATION MATRIX

CLASSIFICATION	FRONT OF THE HOUSE				BACK OF THE HOUSE			CORPORATE
	FRONTLINE	SUPPORT	TECHNICAL	* OTHERS	ADMIN	SUPPORT	OTHERS	
Executive	Head/s of the Sectors of - Tables - EGMS - etc.	Head/s of the Sectors of - Security - Marketing - Treasury - Entertainment - etc.	Head/s of the Sectors of - Surveillance - IT - etc.	Head/s of the Sectors of - F and B - Hotel	Head/s of the Establishment Operations	Head/s of the Sectors of - Surveillance - IT - Recruitment - etc.	Head/s of the Sectors of - Maintenance - etc.	Head/s of the Gaming Business
Managerial	Manages the Sectors of - Tables - EGMS - etc.	Manages the Sectors of - Security - Marketing - Treasury - Entertainment - etc.	Manages the Sectors of - Surveillance - IT - etc.	Manages the Sectors of - F and B - Hotel	Manages the Establishment Operations	Manages the Sectors of - Surveillance - IT - Recruitment - etc.	Manages the Sectors of - Maintenance - etc.	Manages the Establishment Business
Supervisory	Oversees and leads employee of the Sectors of - Tables - EGMS - etc.	Oversees and leads employee of the Sectors of - Security - Marketing - Treasury - Entertainment - etc.	Oversees and leads employee of the Sectors of - Surveillance - IT - etc.	Manages the Sectors of - F and B - Hotel	Oversees and leads employee of the Establishment Operations	Oversees and leads employee of the Sectors of - Surveillance - IT - Recruitment - etc.	Oversees and leads employee of the Sectors of - Maintenance - etc.	Oversees and leads employee of the Establishment Business
Rank and File	Performs routine task during duty hours	Performs routine task during duty hours	Performs routine task during duty hours	Performs routine task during duty hours	Performs routine task during duty hours	Performs routine task during duty hours	Performs routine task during duty hours	Performs routine task during duty hours

* Has a direct contact with gaming equipment and paraphernalia and casino cash, chips, or tokens, such as, but are not limited to, contractual dealers, slot machine technicians, slot machine attendants, cashiers, bingo ticket sellers, callers, gaming assistant. This matrix is not final and is only used as a general guideline.

	GAMING EMPLOYMENT LICENSE MANUAL	Page No.	Page 33 of 65
		Rev. No.	4
	Gaming Licensing and Development Department	Effectivity	JAN 31 2024

ANNEX C

TERMINATED EMPLOYEE DATABASE (TED)

This database shall be known as the “Terminated Employee Database”, a compilation of information on employees of gaming establishment within the Philippine jurisdiction separated and/or dismissed by PAGCOR or any Licensee for just causes.

It is a requirement for any gaming establishment in the country, where no employer shall endorse an application/renewal of a Gaming Employment License (GEL) whose name is listed in the Terminated Employee Database (TED).

The following acts (just causes) that disqualifies a person from obtaining a GEL:

1. Game Cheating
2. Fraud and/or Estafa
3. Theft
4. Forgery and Counterfeiting,
5. Unlawful Interference with Gaming Equipment
6. Conviction of a Crime involving Moral Turpitude
7. Use of Camera or any Electronic Devices to assist in Projecting the Outcome of the Game
8. Acts of Dishonesty Amounting to Grave or Serious Misconduct
9. Violation of Employment Contract Provision/Policy on Prohibition from Playing in a Gaming Establishment

The following information will be contained in the TED:

1. Name of the employee (*First Name, Last Name, and Middle Name*)
2. Date of birth of the employee (*MM/DD/YYYY*)
3. Employer of the employee (*Licensee*)
4. Position of the employee
5. Offense
6. Termination effectivity date of the employee (*MM/DD/YYYY*)

All provided information for the terminated employee is considered PAGCOR's property and PAGCOR has right to use the information to any legal purpose it may serve.

	GAMING EMPLOYMENT LICENSE MANUAL	Page No.	Page 34 of 65
		Rev. No.	4
	Gaming Licensing and Development Department	Effectivity	JAN 31 2024

TED SYSTEM USER'S GUIDE

A. Objectives

1. To establish a database of employees terminated by PAGCOR and its Licensees for just causes for employers
2. To make database accessible through the internet to authorized users to ensure that applicants or employees in the TED are not endorsed to apply for a new GEL or new their existing GEL

B. The online system shall maintain a Role Based Access Control (RBAC):

ROLE	FUNCTION/S
System Administrator	1. Able to create, search, view, and update TED entries 2. Gives permission/access to database
Licensee	Able to search, and view

C. Procedure:

Prior to endorsement of an application/renewal of a Gaming Employment License (GEL) the employer shall check the list of Terminated Employees listed in the database.

It is the responsibility of the employer to check if the applicant/employee is listed in the database.

	GAMING EMPLOYMENT LICENSE MANUAL	Page No.	Page 35 of 65
		Rev. No.	4
	Gaming Licensing and Development Department	Effectivity	JAN 31 2024

ANNEX D

RESPONSIBLE GAMING

It is a requirement that an employee must attend at least one (1) lecture, orientation, or training on Responsible Gaming which the employer will provide prior to the endorsement of an application, renewal, or reinstatement of a Gaming Employment License (GEL).

For reference, the employer or employees may read the Responsible Gaming Code of Practice in the PAGCOR website: www.pagcor.ph/regulatory/cop.php.

	GAMING EMPLOYMENT LICENSE MANUAL	Page No.	Page 36 of 65
		Rev. No.	4
	Gaming Licensing and Development Department	Effectivity	JAN 31 2024

ANNEX E

GAMING EMPLOYMENT LICENSE FORMS

- Form A : Designated Authorized Signatories
- Form B : User Access Control Form
- Form C : Masterlist of Positions
- Form D : Eligibility Form
- Form E : Endorsement Form
- Form F : Notice of Employees Separated for Just Cause
- Form G : Notice of Executives/Managers Separated Not Granted Clearance
- Form H : Suspension/Revocation Form
- Form I : Personnel Count Report
- Form J : Temporary Gaming Employment License Permit
- Form K : Reinstatement Form
- Form L : Update of Information Form
- Form M : Cancellation Form

	GAMING EMPLOYMENT LICENSE MANUAL	Page No.	Page 37 of 65
		Rev. No.	4
	Gaming Licensing and Development Department	Effectivity	JAN 31 2024

	DESIGNATED AUTHORIZED SIGNATORIES	Page No.	Page 1 of 1
		Form No.	GLDD-899
		Revision No.	2
		Effectivity	July 12, 2023

GEL FORM A

Company Letter Head:

I am submitting herewith the following information on the designated authorized signatories of our company with their contact details:

	AUTHORIZED SIGNATORY	LIAISON OFFICER	ALTERNATE LIAISON OFFICER
NAME (Last, First, Middle)			
E-MAIL			
OFFICE NO.			
MOBILE NO.			
SIGNATURE (SPECIMEN 01)			
SIGNATURE (SPECIMEN 02)			
SIGNATURE (SPECIMEN 03)			

		APPROVED BY:		
		SIGNATURE OVER PRINTED NAME (PROPRIETOR / LICENSEE)		DATE

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RECEIVED BY:		VERIFIED BY:	
SIGNATURE OVER PRINTED NAME	DATE	SIGNATURE OVER PRINTED NAME	DATE

	GAMING EMPLOYMENT LICENSE MANUAL	Page No.	Page 38 of 65
		Rev. No.	4
	Gaming Licensing and Development Department	Effectivity	JAN 31 2024

	USER ACCESS CONTROL FORM	Page No.	Page 1 of 1
		Form No.	GLDD-900
		Revision No.	2
		Effectivity	July 12, 2023

GEL FORM B

LICENSEE	:			
ACCESS	:	☐ New ☐ Delete	REMARKS: (For PAGCOR use)	
NAME	:	FIRST NAME MI LAST NAME		
EMAIL ADDRESS	:			
1. Access account must not be revealed to others or allowed to be used by others. 2. Passwords must not be inserted into small messages or other forms of electronic communication. 3. Any user found to have violated these policies may be subjected to disciplinary action.				

USER:		AUTHORIZED BY:	
SIGNATURE OVER PRINTED NAME	DATE	SIGNATURE OVER PRINTED NAME (AUTHORIZED SIGNATORY)	DATE

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RECEIVED BY:		VERIFIED BY:	
SIGNATURE OVER PRINTED NAME	DATE	SIGNATURE OVER PRINTED NAME	DATE

APPROVED BY:		ENCODED BY:	
SIGNATURE OVER PRINTED NAME	DATE	SIGNATURE OVER PRINTED NAME	DATE

	GAMING EMPLOYMENT LICENSE MANUAL	Page No.	Page 39 of 65
		Rev. No.	4
	Gaming Licensing and Development Department	Effectivity	JAN 31 2024

	MASTERLIST OF POSITIONS	Page No.	Page 1 of 1
		Form No.	GLDD-901
		Revision No.	2
		Effectivity	July 12, 2023

GEL FORM C

Company Letter Head:

Submitting herewith the list of positions with classification of our company:

POSITION TITLE	CLASSIFICATION

APPROVED BY:		
SIGNATURE OVER PRINTED NAME (AUTHORIZED SIGNATORY)		DATE

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RECEIVED BY:		VERIFIED BY:	
SIGNATURE OVER PRINTED NAME		SIGNATURE OVER PRINTED NAME	
DATE		DATE	

	GAMING EMPLOYMENT LICENSE MANUAL	Page No.	Page 40 of 65
		Rev. No.	4
	Gaming Licensing and Development Department	Effectivity	JAN 31 2024

	ELIGIBILITY FORM	Page No.	Page 1 of 1
		Form No.	GLDD-902
		Revision No.	2
		Effectivity	July 12, 2023

GEL FORM D

LICENSEE	:				
NAME	:				
		FIRST NAME	M.I.	LAST NAME	
ELIGIBILITY	:	- To the best of my knowledge, I am not banned from entering any gaming establishment in the Philippines. - I have not been terminated by any employer for any of the following reasons: - Game Cheating - Fraud and/or Estafa - Theft - Forgery or Counterfeiting - Unlawful interference with a gaming equipment - Conviction of a crime involving moral turpitude - Use of camera or any electronic device to assist in projecting the outcome of the game - Acts of dishonesty amounting to grave or serious offenses - Violation of employment contract provision/policy on prohibition from playing in a gaming establishment			
I understand that deliberately omitting information required in this form may result in the revocation of my Gaming Employment License (GEL).					

APPLICANT:		NOTED BY:	
SIGNATURE OVER PRINTED NAME	DATE	SIGNATURE OVER PRINTED NAME (AUTHORIZED SIGNATORY)	DATE

	GAMING EMPLOYMENT LICENSE MANUAL	Page No.	Page 42 of 65
		Rev. No.	4
	Gaming Licensing and Development Department	Effectivity	JAN 31 2024

	NOTICE OF EMPLOYEES SEPARATED FOR JUST CAUSE	Page No.	Page 1 of 1
		Form No.	GLDD-904
		Revision No.	2
		Effectivity	July 12, 2023

GEL FORM F

LICENSEE	:	
DATE	:	

This is to certify that the employees listed below were separated from our company with due process as prescribed by the Labor Code of the Philippines for just cause/s as specified below:

LICENSE NO.	NAME	CAUSE OF SEPARATION	DATE OF SEPARATION

PAGCOR is hereby authorized to include the above information in the Terminated Employee Database (TED), which may be used as reference to disqualify an applicant from endorsement of a Gaming Employment License (GEL).

ENDORSED BY:		
SIGNATURE OVER PRINTED NAME (AUTHORIZED SIGNATORY)		DATE

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RECEIVED BY:		VERIFIED BY:	
SIGNATURE OVER PRINTED NAME	DATE	SIGNATURE OVER PRINTED NAME	DATE
APPROVED BY:		ENCODED BY:	
SIGNATURE OVER PRINTED NAME	DATE	SIGNATURE OVER PRINTED NAME	DATE

	GAMING EMPLOYMENT LICENSE MANUAL	Page No.	Page 43 of 65
		Rev. No.	4
	Gaming Licensing and Development Department	Effectivity	JAN 31 2024

	NOTICE OF EXECUTIVES/MANAGERS SEPARATED NOT GRANTED CLEARANCE	Page No.	Page 1 of 1
		Form No.	GLDD-905
		Revision No.	2
		Effectivity	July 12, 2023

GEL FORM G

LICENSEE	:			
DATE (MM/YYYY)	:			
This is to certify that the executives/managers listed below were separated from our company with a restrictive contract and will not be given clearance to work for another casino				
LICENSE NO.	NAME	CAUSE OF SEPARATION	DATE OF SEPARATION	
PAGCOR is hereby authorized to include the above information in the Terminated Employee Database (TED), which may be used as reference to disqualify an applicant from endorsement of a Gaming Employment License (GEL).				
		ENDORSED BY:		
		SIGNATURE OVER PRINTED NAME (AUTHORIZED SIGNATORY)	DATE	

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RECEIVED BY:		VERIFIED BY:	
SIGNATURE OVER PRINTED NAME	DATE	SIGNATURE OVER PRINTED NAME	DATE
APPROVED BY:		ENCODED BY:	
SIGNATURE OVER PRINTED NAME	DATE	SIGNATURE OVER PRINTED NAME	DATE

	GAMING EMPLOYMENT LICENSE MANUAL	Page No.	Page 44 of 65
		Rev. No.	4
	Gaming Licensing and Development Department	Effectivity	JAN 31 2024

	SUSPENSION/REVOCATION FORM	Page No.	Page 1 of 1
		Form No.	GLDD-906
		Revision No.	2
		Effectivity	July 12, 2023

GEL FORM H

LICENSEE :			
LICENSE NO.	FIRST NAME	MIDDLE NAME	LAST NAME

GROUND :	☐ Dismissal of an employee for just causes as enumerated in Section 7.a.1 of the GEL manual
	☐ Dismissal of an employee as defined in the Labor Code of the Philippines, as amended, or other relevant laws.
	☐ Conviction of an employee by court of competent jurisdiction upon final judgement for any crime committed by said employee
	☐ Determination that a GEL holder/employee is positive for drug use or substance abuse
	☐ Determination that a GEL holder/employee is not physically fit to work
	☐ Violation of Employment Contract Provision/Policy on Prohibition from Playing in a Gaming Establishment
	☐ Failure to obtain certification from Employer, attesting to the fact that: 1) executive/manager is not bounded by any restrictive covenant or contractual stipulation that would legally prevent the applicant from working for another licensee; 2) former employer is waiving the effectivity of such restriction.

ENDORSED BY:	
SIGNATURE OVER PRINTED NAME (AUTHORIZED SIGNATORY)	DATE

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PENALTY :	☐ Suspension	EFFECTIVITY DATE:
	☐ Revocation	
FINDINGS :	☐ Approved	EFFECTIVITY DATE:
	☐ Denied	

RECEIVED BY:	VERIFIED BY:
SIGNATURE OVER PRINTED NAME	SIGNATURE OVER PRINTED NAME
DATE	DATE

APPROVED BY:	ENCODED BY:
SIGNATURE OVER PRINTED NAME	SIGNATURE OVER PRINTED NAME
DATE	DATE

	GAMING EMPLOYMENT LICENSE MANUAL	Page No.	Page 45 of 65
		Rev. No.	4
	Gaming Licensing and Development Department	Effectivity	JAN 31 2024

	PERSONNEL COUNT REPORT	Page No.	Page 1 of 1
		Form No.	GLDD-907
		Revision No.	2
		Effectivity	July 12, 2023

GEL FORM I

COVERING PERIOD:	
LICENSEE:	
SITE ADDRESS:	

OEL NUMBER	NAME	DETAILS			REMARKS
		DATE HIRED	CLASSIFICATION	POSITION TITLE	

* Use another sheet if needed

PREPARED BY:		
SIGNATURE OVER PRINTED NAME (AUTHORIZED SIGNATORY)		DATE

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RECEIVED BY:		VERIFIED BY:	
SIGNATURE OVER PRINTED NAME		SIGNATURE OVER PRINTED NAME	
DATE		DATE	

	GAMING EMPLOYMENT LICENSE MANUAL	Page No.	Page 46 of 65
		Rev. No.	4
	Gaming Licensing and Development Department	Effectivity	JAN 31 2024

	TEMPORARY GAMING EMPLOYMENT LICENSE PERMIT	Page No.	Page 1 of 1
		Form No.	GLDD-908
		Revision No.	2
		Effectivity	July 12, 2023

GEL FORM J

LICENSEE			
FIRST NAME	MIDDLE NAME	LASTNAME	REMARKS

NAME OF EVENT	:			
VENUE	:			
DURATION	:	From:	To:	
(note that duration must not exceed 30 days)				

	This is to certify that the abovementioned names are:			
	• at least 21 years of age • NOT GEL holders • NOT convicted by court of competent jurisdiction upon final judgement for any crime • NOT positive for drug use or substance abuse and is physically fit to work • NOT in the Terminated Employee Database (TED) and/or National Database for Restricted Persons (NDRP)			
We are responsible and accountable for the actions of the person above for the duration of the event				

		AUTHORIZED BY:		
		SIGNATURE OVER PRINTED NAME		
		AUTHORIZED SIGNATORY:		

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RECEIVED BY:		VERIFIED BY:	
SIGNATURE OVER PRINTED NAME	DATE	SIGNATURE OVER PRINTED NAME	DATE
APPROVED BY:		ENCODED BY:	
SIGNATURE OVER PRINTED NAME	DATE	SIGNATURE OVER PRINTED NAME	DATE

	GAMING EMPLOYMENT LICENSE MANUAL	Page No.	Page 47 of 65
		Rev. No.	4
	Gaming Licensing and Development Department	Effectivity	JAN 31 2024

	REINSTATEMENT FORM		Page No.	Page 1 of 1
			Form No.	GLDD-909
			Revision No.	3
			Effectivity	July 12, 2023

GEL FORM K

LICENSEE	:			
LICENSE NO	:			
NAME	:	FIRST NAME	M.I.	LAST NAME
REASON FOR REINSTATEMENT	:			
This is to certify that the above employee has satisfied the conditions for the reinstatement of his/her GEL.				

ENDORSED BY:	
SIGNATURE OVER PRINTED NAME (AUTHORIZED SIGNATORY)	DATE

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FINDINGS	:	☐ Approved ☐ Denied	EFFECTIVITY DATE:
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RECEIVED BY:	VERIFIED BY:
SIGNATURE OVER PRINTED NAME	SIGNATURE OVER PRINTED NAME
DATE	DATE

APPROVED BY:	ENCODED BY:
SIGNATURE OVER PRINTED NAME	SIGNATURE OVER PRINTED NAME
DATE	DATE

	GAMING EMPLOYMENT LICENSE MANUAL	Page No.	Page 48 of 65
		Rev. No.	4
	Gaming Licensing and Development Department	Effectivity	JAN 31 2024

	UPDATE OF INFORMATION FORM	Page No.	Page 1 of 1
		Form No.	GLDD-407
		Revision No.	0
		Effectivity	January 3, 2024

GEL FORM L

GEL NO	:				
NAME	:	FIRST NAME		M.	LAST NAME
DATA/INFORMATION TO BE UPDATED	:	☐ First Name ☐ Middle Name ☐ Last Name	☐ Birth Date ☐ Gender ☐ Marital Status	☐ Address ☐ Email Address ☐ Mobile Number	
		FROM		TO	
REASON FOR CHANGE/UPDATE	:				
		This is to certify that the above information is correct, and I understand that deliberately omitting information required for the updating the record of my GEL may result into applicable penalty of perjury.			

REQUESTED BY:		ENDORSED BY:	
SIGNATURE OVER PRINTED NAME	DATE	SIGNATURE OVER PRINTED NAME	DATE
(GEL HOLDER)		(AUTHORIZED SIGNATORY)	

----- FOR PAGCOR USE ONLY -----

RECEIVED BY:		VERIFIED BY:	
SIGNATURE OVER PRINTED NAME	DATE	SIGNATURE OVER PRINTED NAME	DATE
APPROVED BY:		ENCODED BY:	
SIGNATURE OVER PRINTED NAME	DATE	SIGNATURE OVER PRINTED NAME	DATE

	GAMING EMPLOYMENT LICENSE MANUAL	Page No.	Page 49 of 65
		Rev. No.	4
	Gaming Licensing and Development Department	Effectivity	JAN 31 2024

	CANCELLATION FORM	Page No.	Page 1 of 1
		Form No.	GLDD-406
		Revision No.	0
		Effectivity	January 3, 2024

GEL FORM M

NAME	:	FIRST NAME	M.I.	LAST NAME
GEL NO	:			
REASON FOR CANCELLATION	:			
REQUIREMENTS	:	• Acknowledged Resignation Letter from the Licensee/Operator • Clearance Certificate • Other documents necessary for the cancellation of GEL		
This is to certify that the above information is correct, and I declare that I will hold PAGCOR harmless from any claim for damages that may be brought against PAGCOR in any proceeding in relation to this cancellation.				

REQUESTED BY:	
SIGNATURE OVER PRINTED NAME (GEL HOLDER)	DATE

----- FOR PAGCOR USE ONLY -----

EFFECTIVITY DATE:

RECEIVED BY:	VERIFIED BY:
SIGNATURE OVER PRINTED NAME	SIGNATURE OVER PRINTED NAME
DATE	DATE

APPROVED BY:	ENCODED BY:
SIGNATURE OVER PRINTED NAME	SIGNATURE OVER PRINTED NAME
DATE	DATE

	GAMING EMPLOYMENT LICENSE MANUAL	Page No.	Page 50 of 65
		Rev. No.	4
	Gaming Licensing and Development Department	Effectivity	JAN 31 2024

ANNEX F

GAMING EMPLOYMENT LICENSE NOTICES

- Compliance Verification Inspection Summary

	GAMING EMPLOYMENT LICENSE MANUAL	Page No.	Page 51 of 65
		Rev. No.	4
	Gaming Licensing and Development Department	Effectivity	JAN 31 2024

	COMPLIANCE VERIFICATION INSPECTION SUMMARY (Gaming Employment License)	Page No.	Page 1 of 1
		Form No.	GLDD-1150
		Revision No.	3
		Effectivity	December 4, 2023

CN: _____ DATE: _____

LICENSEE: _____

ADDRESS: _____

GROUNDS FOR IMPOSITION OF PENALTIES		COMPLIED?		REMARKS
OFFENSE	PENALTY	YES	NO	
1 Hiring/deployment of employees without valid GEL.	Suspension of access to GEL online application if, by the next Compliance Verification session, offense/s is/are not resolved			
2 Endorsement of the GEL application of an applicant whose name is included in the licensee-emanating excluded persons in the NDRP, or list of employees terminated for just causes by PAGCOR or any licensee.				
3 Non-availability of required documents / incomplete documents during the inspection.				
4 Failure to maintain sub-folder for GEL in employees' 201 file.				
5 Failure to indicate GEL number on employee's company ID.				
6 Printing of wrong GEL number of employee's company ID.				
7 Failure to submit to PAGCOR reports listed under Section 6 (GEL Form F and G).				
8 Failure to submit Notification for Revocation within the prescribed period.				
9 Failure to remit payment for GEL application within the prescribed period.				
10 Failure to settle fees and/or penalties within the prescribed period (12 % interest per annum).				

A rectification period of fifteen (15) days shall be allowed to remedy the offense, effective upon receipt of this notice. Sanction will be imposed if the employer fails to comply within the said period.

DEPARTMENT HEAD
POSITION
DEPARTMENT NAME

	GAMING EMPLOYMENT LICENSE MANUAL	Page No.	Page 52 of 65
		Rev. No.	4
	Gaming Licensing and Development Department	Effectivity	JAN 31 2024

ANNEX G

GAMING EMPLOYMENT LICENSE ONLINE SYSTEM

The online system shall be known as the “Gaming Employment License Online System”, an online management information system to aid and ease the process of application for the GEL.

The online system shall generate a “Queue Number” for the application of license (new/renewal) issued by the employer/licensee, **it is understood that the once the queue number is issued to the applicant, the employer is endorsing the application.**

The “Queue No” refers as a unique key to the online system whereas the system allows the end user (applicant) to process new or renewal of license through the online system.

The online system will profile every Gaming Employment License (GEL) holder according to the information acquired from the end users, it shall obtain:

1. Name (*First, Middle, Last, Suffix*)
2. Date of Birth
3. Photo
4. Contact (*Mobile*)
5. e-Mail Address
6. Mail Address (*House No, Street, Barangay, Municipality, and Province*)

The online system shall be able to display the service record/s of the GEL holder on his profile, whereas it shows the application history and its corresponding details:

1. Licensee/Company
2. Gaming Employment License Number
3. Date of Issuance
4. Date of Expiration
5. Status of License (*Active, Reinstated, Revoke, Cancelled, Expired*)

The online system will generate a unique monthly payment invoice and be made available for the employer/licensee every 20th day of the month; this serves as the Statement of Account which will be the basis for payment.

The invoice is comprised of the new and renewal application for GEL covering the 20th day of the previous month until the 19th day of the current month.

The basis for the monthly payment invoice shall be computed per transaction (new application/renewal).

	GAMING EMPLOYMENT LICENSE MANUAL	Page No.	Page 53 of 65
		Rev. No.	4
	Gaming Licensing and Development Department	Effectivity	JAN 31 2024

The online system shall be able to accept and store the details of the payment made relative to the Statement of Account, whereas it shall capture the following:

1. Invoice number (Statement of Account)
2. Date of the transaction
3. The name of the bank
4. The branch of the bank
5. Cash/Check number
6. The amount deposited
7. Proof of payment (*copy of the deposit slip/check/transfer confirmation*)

In relation to the captured details of payment, the online system shall also save the details of the Official Receipt (OR) relative the Statement of Account:

1. The Official Receipt numbers
2. The date of the Official Receipt
3. Copy of the Official Receipt

The online system will profile every Licensee/employer according to the information acquired from the stakeholders, it shall store and display the following information:

1. The official name of the Licensee/Company
2. The official contact information (*Name, e-Mail, Phone, Mobile*)
3. The official gaming establishment/venues of the Licensee (*No, Street, Barangay, Municipality, and Province*)

The online system shall maintain a Role Based Access Control (RBAC):

ROLE	FUNCTION/S
System Administrator	1. Able to search, view, and update all GEL profiles. 2. Able to search, view, and update all Statement of Account (SOA). 3. Add and updates SOA with Official Receipts (OR). 4. Performs revocation, cancellation, and reinstatement of GEL. 5. Add, edit, and deletes Licensee profiles.
Licensee	1. Able to search, and view all GEL profiles 2. Issues "Queue No" for new and renewal of GEL 3. Able to search, view, and update all SOA under their respective Licensee. 4. Tags employee's employment status (<i>Resigned, Deceased</i>) 5. Transfers employee's GEL profile to current employer
Employee	1. Take the online GEL exam 2. Enter personal information for GEL

	GAMING EMPLOYMENT LICENSE MANUAL	Page No.	Page 54 of 65
		Rev. No.	4
	Gaming Licensing and Development Department	Effectivity	JAN 31 2024

GEL SYSTEM USER'S GUIDE

1. To apply for NEW Gaming Employment License (GEL)
 - a. Applicant must submit complete application requirements listed under Section 3. Item A to his/her Employer including the GEL Eligibility Form **See Annex E, GEL Form D.**
 - b. The employer will issue a queue number to give the applicant access to the online GEL System.
 - c. The applicant uses the given queue number to the GEL Online System, watch a video regarding Responsible Gaming and Gaming Employment License, passes the Online Examination.
 - d. The applicant then provides the required information for the application of GEL for his/her profile.
 - e. The applicant then prints out the GEL and presents it to his/her employer.

2. To RENEW the Gaming Employment License (GEL)
 - a. The GEL holder must renew his/her GEL within the grace period of thirty (30) days before up to thirty (30) days after expiration of the license
 - If GEL holder is transferring from one employer to another, he/she must submit complete requirements listed under Section 4. Item A to his/her Employer including the GEL Eligibility Form **See Annex E, GEL Form D.**
 - b. The employer will issue a queue number to give the GEL holder access to the online GEL System.
 - c. The GEL holder then updates his/her information in the GEL Online System.
 - d. The GEL holder then prints out the GEL and presents it to his/her employer.

	GAMING EMPLOYMENT LICENSE MANUAL	Page No.	Page 55 of 65
		Rev. No.	4
	Gaming Licensing and Development Department	Effectivity	JAN 31 2024

ANNEX H



Philippine Amusement and Gaming Corporation
A Government-Owned and Controlled Corporation

T O : ALL LICENSEES

F R O M : THE OFFICER-IN-CHARGE
Gaming Licensing and Development Department

**SUBJECT : CHANGE OF DEPOSITORY ACCOUNTS FOR ALL DEPOSITS/
FUND TRANSFERS TO PAGCOR OPEX FUND**

Please be advised that PAGCOR's Peso and Dollar OPEX Accounts maintained at Philippine National Bank Roxas Blvd. - Ermita Branch shall be closed.

Henceforth, all deposits/ fund transfers to PAGCOR Corporate OPEX Accounts shall be made to the following bank accounts maintained at Land Bank of the Philippines, LBP Plaza, Malate, Manila:

ACCOUNT NAME	ACCOUNT NO.
PAGCOR OPEX Fund	C/A No. 3402-1036-70
PAGCOR Dollar OPEX	C/A No. 3404-0321-26

Please be guided accordingly.

of a copy
RAMON STEPHEN R. VILLAFLO

Noted By:

Andrea D. Domingo
ANDREA D. DOMINGO
Chairman and CEO

cc: The AVP, FTD
The AVP, CMED

GLDD
CTS# 20170622-100920

	GAMING EMPLOYMENT LICENSE MANUAL	Page No.	Page 56 of 65
		Rev. No.	4
	Gaming Licensing and Development Department	Effectivity	JAN 31 2024

ANNEX I

TEMPORARY GAMING EMPLOYMENT PERMIT

(a) Prior to deployment of personnel during the PAGCOR-approved temporary promotional events, special events, tournaments, and the like in accordance with the Regulatory Manual, the employer must ensure that the personnel who will be endorsed for the Temporary Gaming Employment Permit are:

1. Employees of the Licensee, outsourced personnel or those hired through employment agencies whose tasks/functions require handling of or have direct contact with gaming equipment, paraphernalia, cash, chips, tokens, and the like.
2. At least 21 years of age
 - a copy of birth certificate issued by the Philippine Statistics Authority (PSA) or its foreign counterpart.
3. NOT a GEL holder
4. NOT convicted by court of competent jurisdiction upon final judgement for any crime
 - a copy of NBI Clearance valid at the time of event indicating, no derogatory record or no record on file as indicted under "Remarks". *The licensee may, at its discretion, endorse the application of an applicant, notwithstanding said derogatory record, provided the offense/s for which the employee is involved is not any of the offenses/causes for termination of GEL as enumerated in Annex C.*
5. NOT in the Terminated Employee Database (TED) and/or National Database for Restricted Persons (NDRP) banned under Licensee - Emanating Exclusion Order.

(b) The employer/licensee shall keep on file for at least one (1) year the documentary requirement of the personnel hired and/or deployed during the approved temporary promotional events, special events, tournaments and the like and must be made available to PAGCOR.

	GAMING EMPLOYMENT LICENSE MANUAL	Page No.	Page 57 of 65
		Rev. No.	4
	Gaming Licensing and Development Department	Effectivity	JAN 31 2024

- (c) The employer/licensee submits a duly-signed Endorsement for Temporary Gaming Employment Permit (**See Annex E, GEL Form J**) along with supporting documents to PAGCOR, not later than two (2) days before the start of the event.
- (d) Should the event be conducted in series and for non-consecutive periods of time, application should be made for each segment.
- (e) PAGCOR issues a Temporary Gaming Employment Permit in lieu of GEL for qualified personnel for the duration of the approved temporary promotional events, special events, tournaments, and the like.
- (f) The Temporary Gaming Employment Permit is only valid for thirty (30) days from the approved start date.
- (g) The Temporary Gaming Employment is non-transferable. Only the person to whom the permit has been issued is eligible to use the permit.

	GAMING EMPLOYMENT LICENSE MANUAL	Page No.	Page 58 of 65
		Rev. No.	4
	Gaming Licensing and Development Department	Effectivity	JAN 31 2024

ANNEX I

EMPLOYEE'S HANDBOOK

The "Gaming Employment License" or "GEL", is an authorization issued by Philippine Amusement and Gaming Corporation (PAGCOR) granting a person the privilege to be employed as a gaming employee within the Philippine jurisdiction. It is a pre-employment and continuing requirement for employment in any gaming establishment in the country, where no employer shall hire and/or keep an individual employed without an active Gaming Employment License (GEL).

The GEL number is non-transferable. Only the person to whom the license has been issued is eligible to use the license.

The GEL shall be valid for three (3) years reckoned from the date of birth of the holder, unless sooner revoked or cancelled.

A. Qualifications Requirements

1. must be at least 21 years old.
2. has passed the pre-employment requirements and is favorably endorsed by the employer.
3. No derogatory record or no record on file, *the licensee however, may at its discretion, endorse the application for GEL of an applicant, notwithstanding said derogatory record, provided the offense/s for which the employee is involved is not any of the offenses/causes for termination of GEL*
4. is fit to work.
5. is not included in the list of terminated employees by PAGCOR or any Licensee for just cause in the Terminated Employee Database (TED)
 - i. Game Cheating
 - ii. Fraud and/or Estafa
 - iii. Theft
 - iv. Forgery and Counterfeiting,
 - v. Unlawful Interference with Gaming Equipment
 - vi. Conviction of a Crime involving Moral Turpitude
 - vii. Use of Camera or any Electronic Devices to assist in Projecting the Outcome of the Game
 - viii. Acts of Dishonesty Amounting to Grave or Serious Misconduct
 - ix. Violation of Employment Contract Provision/Policy on Prohibition from Playing in a Gaming Establishment

	GAMING EMPLOYMENT LICENSE MANUAL	Page No.	Page 59 of 65
		Rev. No.	4
	Gaming Licensing and Development Department	Effectivity	JAN 31 2024

6. is not included in the list of Licensee-Emanating excluded persons in the National Database of Restricted Persons (NDRP)

B. Documentary Requirements

1. Birth Certificate

- Certified true copy issued by the Philippine Statistics Authority (PSA) or its foreign counterpart
- Applicant must be at least 21 years old during the time of application

2. NBI Clearance

- Must be valid at the time of submission (1 year validity)
- Must clearly indicate the exact name
- No derogatory record or no record on file as indicted under "Remarks".
The licensee may, at its discretion, endorse the application for GEL of an applicant, notwithstanding said derogatory record, provided the offense/s for which the employee is involved is not any of the offenses/causes for termination of GEL.

3. Medical Certificate

- Must be valid at the time of submission (6 months validity)
- Must clearly indicate the exact name
- Fit to work specified under "Remarks", which is duly signed by the attending physician with the physician's license number from an appropriate medical institution authorized by the government

4. Drug Test (optional, if required by the employer)

- Must be valid at the time of submission (6 months validity)
- Must clearly indicate the exact name
- Negative as indicted under "Remarks" from an authorized drug testing center by the government

5. Photo (2 x 2 inches)

- Must be taken within the last six (6) months
- Must be in color
- Must face the camera in the photo

	GAMING EMPLOYMENT LICENSE MANUAL	Page No.	Page 60 of 65
		Rev. No.	4
	Gaming Licensing and Development Department	Effectivity	JAN 31 2024

Additional mandatory documents for Executive/Managerial Positions, if the applicant is a former Executive/Manager from previous gaming employer and is applying within six (6) months from separation in another gaming employer:

6. Certification from previous Employer, attesting to the fact that a) the applicant is not bounded by any restrictive covenant or contractual stipulation (i.e., non-compete clause) that would legally prevent the applicant from working for another licensee OR b) former employer is waiving the effectivity of such applicable restriction. Without the certification, the GEL of employee holding the executive or managerial position shall be deemed suspended for a period of six (6) months from the date of separation.

Additional mandatory documents for foreigners:

7. Copy of Valid Passport (From Country of Origin)
 - Must be valid at the time of submission
 - Must clearly indicate the complete name, date of birth, and nationality
8. Employment Permit issued by the Department of Labor and Employment (DOLE)
 - Must be valid at the time of submission
 - Must clearly indicate the exact name
9. Working Visa issued by the Bureau of Immigration and Deportation (BID)
 - Must be valid at the time of submission
 - Must clearly indicate the exact name

C. Procedures for New Application of GEL

All applications for GEL must be coursed through the employer. Employee/applicants are held responsible for the information provided for the GEL for the application/renewal of license under oath and penalty of perjury that the information is true and correct.

	GAMING EMPLOYMENT LICENSE MANUAL	Page No.	Page 61 of 65
		Rev. No.	4
	Gaming Licensing and Development Department	Effectivity	JAN 31 2024

All information provided is considered PAGCOR's property and PAGCOR has right to use the information to any legal purpose it may serve.

1. Applicant must submit complete application documentary requirements to his/her Human Resource Department (HRD), including the GEL Eligibility Form. He/She must answer the form completely and truthfully and affix signature then submit to his/her HR Department.
2. HR Department will issue a queue number to give applicant access to the online GEL application website.
3. Applicant goes to the website and fills up all fields completely and truthfully.
4. Applicant uploads his/her digital photo (colored, 2x2 size ID, plain white background, in jpeg or png format) taken within the last six months
5. Applicant watches the video and takes the online exam. He/she can view the video and take the exam as often as needed during the session. Passing mark is eighty percent (80%). If applicant passes, a GEL number will be generated by the system.

Note: Executives are exempted from watching the video and taking the online test.

6. Applicant prints out his/her confirmation bearing the GEL number and presents it to his/her employer.

D. Procedures for Renewal of GEL

It is the responsibility of the GEL holder to renew his license on time. He will not be reminded to do so.

The application for renewal must be filed within the grace period of thirty (30) days before up to thirty (30) days after expiration of the license.

GEL not renewed within the grace period will be charged with an additional fee for the next renewal.

Prior to renewal of GEL the employee must attend training and/or lectures on Responsible Gaming. (Executives are exempted from this requirement)

1. Applicant must submit complete application documentary requirements to his/her Human Resource Department (HRD).

	GAMING EMPLOYMENT LICENSE MANUAL	Page No.	Page 62 of 65
		Rev. No.	4
	Gaming Licensing and Development Department	Effectivity	JAN 31 2024

Note: Local (Filipino) employees/applicants are not required to submit new documents except those transferring from one employer/licensee to another. Foreign employees/applicants must submit new required documents and must be valid during the time of application.

2. HR Department will issue a queue number to give applicant access to the online GEL application website.
3. Applicant goes to the website and update all fields completely and truthfully, if necessary.
4. Applicant prints out his/her confirmation bearing the GEL number and presents it to his/her employer.

E. Fees

CLASSIFICATION	NEW APPLICATIONS	RENEWALS
Executive	5,000.00	4,000.00
Managerial	3,000.00	2,400.00
Supervisory	1,500.00	1,200.00
Rank and File	1,000.00	800.00

- The employer shall pay PAGCOR the GEL application/renewal fee/s and penalties on behalf of its employee/s.
- Arrangements for the individuals' payment to the employer or latter's subsidy shall be an internal employer-employee arrangement
- Fees are non-refundable and non-transferrable. All fees must be Philippine currency.

F. Updating of Information

All employees with GEL must update the following information through their employer within one (1) month after any of the following is effected:

- a) Change of name
- b) Change in employer
- c) Change in position

	GAMING EMPLOYMENT LICENSE MANUAL	Page No.	Page 63 of 65
		Rev. No.	4
	Gaming Licensing and Development Department	Effectivity	JAN 31 2024

- d) Change in classification
- e) Change in address
- f) Change in contact information (phone, email address)

Update of information must be supported by pertinent document such as marriage certificate, annulment papers, etc. to be submitted to the HR department of the employer.

G. Grounds for Suspension of GEL

1. Non-submission of clearance/certification by employees holding managerial or executive positions who were separated from previous Employer within one (1) year prior to application, attesting to the fact that: 1) the applicant is not bounded by any restrictive covenant or contractual stipulation that would legally prevent the applicant from working for another licensee 2) former employer is waiving the effectivity of such restriction.
2. Determination that a GEL holder/employee is found to be in violation of the policy on prohibition from playing in a gaming establishment.

H. Grounds for Revocation of GEL

- a. Dismissal of an employee for just causes as enumerated below:
 - Game Cheating
 - Fraud and/or Estafa
 - Theft
 - Forgery and Counterfeiting,
 - Unlawful Interference with Gaming Equipment
 - Conviction of a Crime involving Moral Turpitude
 - Use of Camera or any Electronic Devices to assist in Projecting the Outcome of the Game
 - Acts of Dishonesty Amounting to Grave or Serious Misconduct
 - Violation of Employment Contract Provision/Policy on Prohibition from Playing in a Gaming Establishment

	GAMING EMPLOYMENT LICENSE MANUAL	Page No.	Page 64 of 65
		Rev. No.	4
	Gaming Licensing and Development Department	Effectivity	JAN 31 2024

- b. Dismissal of an employee as defined in the Labor Code of the Philippines, as amended, or other relevant laws.
- c. Conviction of an employee by court of competent jurisdiction upon final judgement for any crime committed by said employee.
- d. Determination that a GEL holder/employee is positive for drug use or substance abuse by an authorized drug testing center by the government.
- e. Determination that a GEL holder/employee is not physically fit to work by an appropriate medical institution authorized by the government.

I. Reinstatement of GEL

Upon expiration or after two (2) years from the date of revocation of a GEL and for reasons PAGCOR deems proper and sufficient, a person may apply for reinstatement of a revoked GEL duly endorsed by PAGCOR or a Licensee.

J. Cancellation of GEL

1. PAGCOR shall cancel the GEL issued to an employee who has resigned or retired from employment/service in the gaming industry upon submission of an official request from the concerned employee addressed to the Gaming Licensing and Development Department (GLDD).
2. Personnel with cancelled GEL cannot apply for GEL within six (6) months after cancellation.
3. The employee must submit to PAGCOR the duly signed cancellation form, supporting documents must be made available for validation. *(e.g., Resignation Letter duly accepted by concerned Licensee/Operator; Clearance Certificate, or other documents pertaining to retirement to show severance of one's employment, and Proof of GEL Payment).*
4. PAGCOR shall indicate the effectivity of cancellation.

K. Helpdesk

Inquires and other concerns may be addressed to PAGCOR MAIN CORPORATE OFFICE 12th Floor iMET BPO Tower CBP-1A, Metropolitan Park, Roxas Boulevard, Pasay City, 1300 Manila Philippines.

	GAMING EMPLOYMENT LICENSE MANUAL	Page No.	Page 65 of 65
		Rev. No.	4
	Gaming Licensing and Development Department	Effectivity	JAN 31 2024

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Imee Pauline D. Zamora