



PHILIPPINE AMUSEMENT AND GAMING CORPORATION

GAMING EMPLOYMENT LICENSE

Manual

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Gaming Licensing and Development Department

GUIDELINES FOR EMPLOYERS

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General Guidelines

The **Gaming Employment License (GEL)** is an authorization issued by 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 and should form part of the employee's handbook. No employer shall hire and keep an individual employed without a valid GEL.

Employer refers to a legal entity duly authorized by PAGCOR to operate a gaming facility including PAGCOR itself.

Licensee refers to an entity issued by PAGCOR a gaming license¹.

Prior to hiring or signing of employment contract, the employer must ensure that the following personnel who are directly involved in the gaming operations possess valid GEL:

1. Regular and contractual employees hired by the Employer including those 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 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 assistants, etc.
3. Consultants who are assigned in the gaming area or have participation in the gaming operations

¹ As referred to in the Casino Regulatory Manuals; Gaming Site Regulatory Manual (for Electronic Games and Bingo Games); Gaming Site Regulatory Manual (Poker Games); Junket Agreements; Poker Agreements and Slot Machine Operator Contracts of Lease.

The following need not apply for GEL:

1. Hotel employees whose position titles and job descriptions are clearly limited to hotel operations and have no gaming involvement as certified by Licensees with gaming and hotel organizations that are combined in one corporate entity (Refer to Section 2. E.)
2. Personnel who are not direct hirees of the employer
 - a. Hotel staff/hotel outlet personnel who enter the casino gaming area
 - b. Staff of concessionaires
 - c. Security guards, maintenance personnel, drivers, etc.
 - d. Suppliers and contractors of the licensees that provide gaming equipment and paraphernalia as well as installation, inspection, repair and maintenance services of equipment
 - e. Dealers who are hired only for tournaments conducted for short periods of time. The employer should instead apply for a Temporary Gaming Employment Permit for such dealers. (Refer to **Annex 6** – Guidelines for Issuance of Temporary Gaming Employment Permit and **GEL Form J** – Endorsement for Temporary Gaming Employment Permit).

Section 1

Section 1. Basic Rules

- A. All applications for GEL must be coursed through the employer.
- B. Employer must file documents in a subfolder in the employee's 201 file. Documents must be made available to PAGCOR anytime for compliance verification.
- C. Application fees must be remitted by the employer on behalf of the employees.

Section 2

Section 2. Employer's Access to Online Application System

Before an employer is given access to the Online Application System, it must:

- A. Designate an authorized signatory for all certifications, letters and reports to be submitted to PAGCOR relative to the GEL compliance. See **Annex 1 - GEL Form A**.
- B. Designate an officer and an alternate who will be tasked to handle employees' online application, and will serve as PAGCOR's contact persons. Contact details (email addresses, office numbers, mobile numbers) must be provided. Any changes must be promptly advised. See **Annex 1 - GEL Form A**.
- C. Require the designated officer and alternate to fill out and submit the On-line User Access Enrollment Form (**Annex 1 - GEL Form B**).

The following table enumerates the functions for each designation:

Designation	Qualification	Function
Authorized Signatory	HR Department Head or its equivalent position	Signs all communications and forms for GEL
GEL Liaison Officer (GLO)	Regular employee of the licensee	1. Point Person for GEL 2. Generates/Issues Queue Number 3. Receives monthly Invoice/Billing

		4. Updates payment status 5. Sends deposit slip/proof of payment to PAGCOR 6. Ensures printing of GEL numbers on employees' company IDs 7. Ensures that applicant is not in the National Database of Restricted Persons (NDRP) under licensee-emanating excluded persons 8. Ensures that applicant is not in the Terminated Employees Database (TED). 9. Submits updated information on Separated Employees for Just Cause 10. Submits list of managers and executives not issued clearances 11. Tags resigned employees in their online profile 12. Keeps GEL sub-folder of employees updated 13. Maintains the Online Account for GEL 14. Authorized user of the Online GEL System and/or TED
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GEL Liaison Officer Alternate	Regular employee of the licensee	Performs functions of GLO in his/her absence
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- D. Submit master list of positions (including executive positions) with classification using **Annex 1 - GEL Form C** – Master List of Positions. Description of classifications and classification matrix presented in **Annex 2** and **Annex 3**, respectively, may be used as guide. PAGCOR GLDD reserves the right to validate and evaluate positions in case of discrepancies in classification of positions, and to sustain or change classification based on the review.
- E. Licensees with gaming and hotel organizations that are combined in one corporate entity, must submit the following :
1. Certification stating the specific position titles of hotel employees and their job descriptions which are clearly limited to hotel operations and have no gaming involvement; and
 2. 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. Procedure, requirements and fees for new application will be complied with.

Section 3

Section 3. New GEL

A. Requirements

Before the employer gives a GEL applicant access to the Online GEL system, it must ensure that the applicant has submitted the following requirements:

1. NSO Certified Birth Certificate
2. Valid NBI Clearance
3. Medical Certificate
4. Drug Test Clearance (if required by the employer)

Additional requirement for managerial/executive position if applicant is a former manager/executive from previous gaming employer and is applying within one year from separation in another gaming employer:

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

Additional requirements from foreigners:

6. Photocopy of valid Passport from country of origin
7. Valid Employment Permit from the Department of Labor and Employment (DOLE)

8. Valid Working Visa issued by the Bureau of Immigration and Deportation (BID)

NOTE: The Tax Identification Number (TIN) is a required information in the online application form.

Before receiving the required documents for GEL application, the HRD of the employer must ensure the following:

i. Birth Certificate

- Certified True Copy of Birth Certificate issued by the National Statistics Office (NSO) or foreign counterpart
- Applicant must be at least 21 years old during the time of the application for GEL

ii. Clearance from the National Bureau of Investigation (NBI)

- Must be valid at the time of submission (1 year validity)
- Complete name and date of birth on the NBI clearance are exactly the same as inputted in the online GEL application system
- No derogatory record or no record on file as indicted under "Remarks". However, 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 Section 3.B.3.c in these guidelines.

iii. Medical Certificate

- Must be valid at the time of submission (1 year validity)
- Name on the medical certificate is exactly the same inputted the online application system
- "Fit to work" specified under "Remarks"
- Duly signed by the attending physician with the physician's license number

iv. Drug Test Clearance (if required by the employer)

- Must be valid at the time of submission (1 year validity)

- Name written on the Drug Test Clearance is exactly the same as inputted in the online application system
 - "Negative" specified under "Remarks"
 - Duly signed by the analyst and laboratory head
- v. Photocopy of Passport (for foreigners only)
- Name, date of birth, and nationality written on the passport are exactly the same as inputted in the online application system
 - Passport must be valid at the time of application for GEL
- vi. Employment Permit from the Department of Labor and Employment (DOLE) (for foreigners only)
- Name written on the Employment Permit is exactly the same as inputted in the online application system
 - Permit must be valid at the time of application for GEL
- vii. Working Visa from the Bureau of Immigration (BID) (for foreigners only)
- Name written on the Working Visa is exactly the same as inputted in the online application system
 - Working Visa must be valid at the time of application for GEL

After receiving the complete requirements for GEL application, the employer will provide the applicant a copy of the GEL Eligibility Form (**Annex 1, GEL Form-D**) for the applicant to accomplish and submit to the employer. Employer files the document together with the other GEL application requirements in a subfolder in the employee's 201 file.

B. Endorsement of Application

1. All applications for GEL must be endorsed by the prospective employer.
2. The endorsement of the application for GEL is in the form of a queue number for the GEL on-line application.
3. It is understood that once a queue number is issued to an applicant, the employer has:

- a. Received and has on file the complete requirements listed under Section 3 Item A. including certification from previous gaming employer of manager or executive;
- b. Verified that the applicant's name is not included in the list of licensee-emanating excluded persons in the National Database of Restricted Persons (NDRP); and
- c. Verified that the applicant is not included in the list of terminated employees by PAGCOR or any licensee for just cause in the Terminated Employee Database (TED) System. Refer to **Annex 10** for TED System User's Guide. Below is the list below for just causes:
 - i. Game cheating
 - ii. Fraud and/or estafa
 - iii. Theft
 - iv. Forgery or counterfeiting
 - v. Unlawful interference with a gaming equipment
 - vi. Conviction of a crime involving moral turpitude
 - vii. Use of camera or any electronic device to assist in projecting 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

C. Queue Number

PAGCOR limits access to the Online GEL System to PAGCOR and its licensees. Employers generate queue numbers for their applicants who have passed their pre-employment process and those still in their roster who will renew their GEL or change their statuses. The employer must ensure that the applicant for a new GEL has no valid GEL number yet at the time of issuance of a queue number.

1. To generate a queue number, the employer must key in the applicant's classification (rank and file, supervisory, managerial or executive) and type of application (new, renewal, update of info or change of employer), then prints out a coupon bearing the queue number, PAGCOR GEL web address and instructions for online application for the applicant/employee. See **Annex 4** for sample of coupon. This is issued to the applicant/employee.
2. Executives are exempt from watching the video and taking the online test.

D. GEL Number

An applicant who has completed the online GEL application process is assigned a unique GEL number.

1. A confirmation bearing the GEL number is emailed to the applicant and the employer.
2. The employer prints the GEL number prominently on the employee's company ID not later than one (1) month after issuance of GEL number. Failure to print the GEL number on the employee's company ID will be subject to regulatory sanctions.
3. PAGCOR will randomly check the GEL numbers on the employees' company IDs. See Section 11. Compliance Verification.

E. Validity

The GEL is valid for three (3) years. It expires three years after issuance, on the birth date of the applicant.

F. Payment of Fees

1. The employer must remit GEL fees on behalf of its employees. Fees are non-refundable and non-transferrable.

<u>CLASSIFICATION</u>	<u>LICENSE FEE</u>
a. Executive	: P 5,000.00
b. Management	: P 3,000.00
c. Supervisory	: P 1,500.00
d. Rank & File	: P 1,000.00

2. Invoice and Payment

- The online system will generate a monthly payment invoice through the employer's online application access 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 17th day of every month.
- It is the responsibility of the employer to check online every 20th day of the month its payment invoice or Statement of Account.
- The employer must deposit the full amount to PAGCOR's bank account (Philippine National Bank PAGCOR OPEX Acct. No. 108766100166) before the 10th day of the following month. The amount to be deposited must be the exact amount stated in the statement of account. Hence, only one deposit slip must be posted as payment for a single statement of account.
- Arrangements for the individuals' payments to the employer or the latter's subsidy shall be an internal employer-employee arrangement.
- In case the employer-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 and penalties will be considered material breach of the conditions of their License to Operate.

3. Posting of payment

- For proper recording, the employer must post details of payment (date of deposit, bank branch, amount, cash/check number, etc.) in the system and attach a copy of scanned validated bank deposit slip to PAGCOR at GELadmin@pagcor.ph on or before the 10th day of the following month. The system will not save the data posted if no scanned copy of deposit slip is attached.
- Payment will be officially acknowledged by PAGCOR only after full details have been posted in the system.
- If payment details are not posted in the system within the prescribed period, the account will be considered unpaid, and will be subject to a 12% per annum (p.a.) interest. Failure to post beyond thirty (30) days from the prescribed period may result in the suspension of access to the online GEL application.
- When payment details are posted, PAGCOR GEL Section will confirm payment then advise PAGCOR Finance and Treasury Department (FTD) of the payment details and send copy of deposit slip for preparation of official receipt.

PAGCOR FTD will then issue an official receipt for the payment. This may be picked up from GEL Section three (3) business days after.

- All unclaimed official receipts (ORs) issued in the current calendar year will be safekept by PAGCOR GLDD until end of January of the following year. Thereafter, PAGCOR will not be accountable for unclaimed ORs.

4. Late Payment

- Failure to remit and post payment within the prescribed period will be considered late.

An interest of 12% per annum will apply beginning on the 11th day of the following month.

- Interest computed for the late payment will be billed on the following payment period.
- If employer fails to remit payment within thirty (30) days after the lapse of the payment period, its access to the online GEL application system will be suspended until full payment of unpaid dues and interest are made and posted.

Section 4

Section 4. Renewal of GEL

The application for renewal must be filed within thirty (30) days before up to thirty (30) days after expiration of the license. GEL not renewed within thirty (30) from expiration will be cancelled.

If expired, employee must apply personally for a new GEL at PAGCOR Corporate Office. Amount to be collected will be the fee for new application as listed in Section 3 Item F Number 1. Employees with expired GEL cannot be deployed for duty.

A. Requirements

The employer must conduct trainings or lectures on Responsible Gaming for its employees. It should ensure that each GEL holder attends at least one (1) lecture before his/her GEL is renewed. A webinar may be an alternative.

Filipino applicants applying for renewal are not required to submit new documents except for those holding managerial or executive positions who are transferring from one employer to another. They are required to submit a Certification from former employer, attesting to the fact that: (a) they are not bound by any restrictive covenant or contractual stipulation (i.e., non-compete clause) that would legally prevent them from working for another casino; OR (b) former employer is waiving the effectivity of any such applicable restriction.

Foreigner employees must submit new or valid requirements as follows:

1. Photocopy of Passport
2. Employment Permit from the DOLE
3. Working Visa from the BID

B. Fees

The employer must remit GEL fees on behalf of its employees. Fees are non-refundable and non-transferrable. Rates below are for 3 years validity.

<u>CLASSIFICATION</u>	<u>LICENSE FEE</u>
Executive	: P 4,000.00
Management	: P 2,400.00
Supervisory	: P 1,200.00
Rank & File	: P 800.00

Payment procedure and issuance of official receipt as defined under Section 3, Item F, Numbers 2-3 are the same for renewal of valid licenses.

C. Procedure

1. Employer receives and screens requirements for renewal.
2. Employer verifies if employee is not in the NDRP and TED.
3. If all are in order, the employer will access the Online GEL System to generate a queue number. A coupon is printed bearing the queue number, PAGCOR GEL web address and instructions for online application, which the employer issues to the renewing employee. See **Annex 5** for sample of Queue Number Coupon for Renewal, Change of Employer &/or Information Update.
4. Employer receives the printout of the confirmation of renewal presented by the employee after finishing his/her online application. The same will be sent to the employer's email mailbox for billing purposes.
5. An employee with an expired GEL (beyond 30-day grace period), will not have access to the online GEL system. The employer cannot generate a queue number thru the online system. Instead, the employer should direct him/her to PAGCOR for personal application

for a “new” GEL by submitting all required documents listed under Section 3, Item A with Endorsement/Certification from employer (See **Annex 1, GEL Form E**) and clearance from former employer, if applicable.

PAGCOR GEL Section provides the queue number to initiate the employee’s online re-application. Upon completion of the process, a new GEL number will be generated. The employee presents the printout to its employer for printing of new GEL number on his company ID within one (1) month after issuance.

Fees for new application as listed under Section 3 Item F Number 1 will be imposed.

D. Notice to Employees

The employer must issue monthly notices to its employees (i.e. through email blasts, text brigade, memos or posters) to remind them that their GEL must be valid while they are employed. PAGCOR must be furnished soft copies of such notices by sending them to GELadmin@pagcor.ph.

Section 5

Section 5. Update of Personal Information

All employees with GEL must update the following information within one month after any of the following is effected:

1. Change of position/employer
2. Change of name
3. Change of status
4. Change of other information (i.e. photo, address, phone number, email address)

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

For change of employer, the employer must follow the process cited in Section 3.B.3 of the GEL Manual (Endorsement of Application).

Upon receipt of the supporting documents, the employer issues a queue number to the employee to access the GEL system (See **Annex 5** – Sample of Queue Number Coupon for Renewal, Change of Employer &/or Information Update) to input changes.

Confirmation will be sent through email to the employer's and employee's mailboxes for validation.

Section 6

Section 6. Regular Reports

- A. To maintain a reliable industry headcount, the employer must submit the total number of its personnel covered by GEL using Annex 1, GEL Form I following the schedule below:

Licensee	Employees, Outsourced Personnel, Consultants as of	Report Due Date
Travellers International Hotel Group Inc. Bloomberry Resorts and Hotels Inc. MCE Leisure Phils. Corp. Tiger Resort Leisure and Entertainment Inc.	December 31 June 30	January 15 July 15
Stotsenberg Leisure Park & Hotel Corp. Clark Resort Travel & Amusement Corp. Widus International Leisure, Inc. Community Gaming & Amusement Network Inc. Eastbay Resorts, Inc. / Thunderbird Pilipinas Hotels and Resorts, Inc.	January 31 July 31	February 15 August 15

Mega Sports World operators Instawin operators Poker operators SM VIP operators Junket Operators	Last day of February	March 15
eGames operators	March 31	April 15
Bingo grantees	April 30	May 15

B. The employer must submit every 15th day of the month to PAGCOR through GELadmin@pagcor.ph the following:

1. List of terminated/dismissed employees using **Annex 1 - GEL Form F – Notice of Employees Separated for Just Cause**. Information on terminated/dismissed employees is entered in TED System by PAGCOR GLDD. If there is no change in the list during the previous month, report indicating “NONE” must still be submitted.
2. List of separated employees holding managerial or executive positions not granted clearance using **Annex 1 – GEL Form G**. If PAGCOR does not receive any list on the designated date, it will be assumed that all separated managers or executives during the previous month have been given clearance to transfer to another gaming employer. PAGCOR will not be held liable for their transfer to another gaming employer despite a restrictive covenant or contractual stipulation (i.e., non-compete clause) that would legally prevent them from working for another casino

Section 7

Section 7. Grounds for Revocation of GEL

After the issuance of a GEL, PAGCOR may revoke at any time the same if the following are proven:

- A. Dismissal of an employee for just causes as enumerated in Section 3 Item B Number 3.c or as defined in the Labor Code of the Philippines, as amended, or other relevant laws
- B. Conviction of an employee by court of competent jurisdiction upon final judgment for any crime committed by said employee
- C. Determination by an authorized drug testing center that a GEL holder/employee is positive for drug use or substance abuse
- D. Determination by the appropriate medical institution of the government that a GEL holder/employee is not physically fit to work

The employer must initiate the revocation process by submitting the RECOMMENDATION FOR SUSPENSION / REVOCATION OF GAMING EMPLOYMENT LICENSE form – **Annex 1 - GEL Form H** to PAGCOR GLDD. Documents pertaining to the dismissal must be made available to PAGCOR for validation. See **Annex 7** for list of documentary requirements.

PAGCOR indicates effective date of revocation on GEL Form H and updates the database.

Section 8

Section 8. Grounds for Suspension of GEL

- i. Non-submission of clearance by employees holding managerial or executive positions who were separated from their employers within one year prior to application is a ground for suspension of GEL.

Failure to obtain a clearance or certification from former employer, attesting to the fact that: (a) they are not bound by any restrictive covenant or contractual stipulation (i.e., non-compete clause) that would legally prevent them from working for another casino; OR (b) former employer is waiving the effectivity of any such applicable restriction, will result in the automatic suspension of their GEL for a period of six (6) months from date of separation.

- ii. After compliance by the employer with due process requirements, the GEL of an employee found to be in violation of the policy on prohibition from playing in a gaming establishment will be suspended as follows:

First offense: 2 weeks

Second offense: 1 month

The employer must initiate the suspension process by submitting the RECOMMENDATION FOR SUSPENSION / REVOCATION OF GAMING EMPLOYMENT LICENSE form – **Annex 1 - GEL Form H** to PAGCOR GLDD. Supporting documents must be made available to PAGCOR for validation.

PAGCOR indicates effective period of suspension on GEL Form H and updates the database.

Section 9

Section 9.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. **GEL Form K** - Endorsement for Reinstatement of GEL must be accomplished and submitted by the employer to PAGCOR. Procedure and fees for applying for a new GEL will be followed.

Section 10

Section 10. Non-Compliance by an Employer

A. Offenses

1. Hiring/deploying of employees without valid GEL
2. Endorsement of 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. Absence or incomplete required documents during the compliance verification
4. Failure to maintain sub-folder for GEL in employees' 201 file
5. Failure to indicate GEL number on employees' company ID
6. Printing of wrong GEL number of employees' company ID
7. Failure to submit to PAGCOR reports listed under Section 6
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 penalty for late payment within the prescribed period

B. Imposition of Penalties

1. If an employer commits an offense listed above, it will receive a Notice of Non-Compliance specifying the offense and corresponding penalty. **Annex 9** itemizes the offenses and corresponding penalties.
2. Suspension of access to the GEL online application system will be lifted only upon full compliance by the employer and validation by PAGCOR.

Section 11

Section 11. Compliance Verification

PAGCOR will conduct periodic GEL Compliance Verification on all licensees.

A. Objectives:

1. To determine if employees of the licensee have valid GEL.
2. To check if documentary requirements for GEL application are complete and kept in the employees' 201 sub-folder for GEL.
3. To verify if information declared in the online application are the same with the information in documentary requirements.
4. To check if GEL holders' license numbers are correctly printed on the company ID.
5. To verify if GEL holders' information are updated (i.e. name due to change in civil status, address, employer, etc.).

B. Documents Needed

1. Manpower list as of the time of compliance verification exercise
2. Sub-folders/201 Files of employees with applicable requirements in *Section 3 Item A (New)*, *Section 4 Item A (Renewal)*, and *Section 5 (Update of information)*
3. Documents pertaining to dismissal of employees in *Section 7*

C. Procedure (see *Annex 11 - Compliance Verification Diagram*)

1. Notification is sent to the Licensee at least fifteen (15) days before the scheduled Compliance Verification.
2. The PAGCOR GEL representatives explain to the licensee's GEL Liaison Officer the process and scope of the activity.
3. The PAGCOR GEL representatives request for access to the subfolder of the employees' 201 file.
4. A reasonable number of employees (to be determined by the PAGCOR representatives at the start of the activity) will be drawn to represent an audit batch.
5. The licensee provides the PAGCOR representatives with a secure work space and computer with internet access for the duration of the activity.
6. The PAGCOR representatives will examine and review documents and records based on the checklist. See ***Annex 12 – Compliance Verification Checklist***.
7. If any of the offenses listed in Section 10.A. is found to have been committed, PAGCOR sends a Notice of Non-Compliance (***Annex 9***) to the Licensee.
8. At the start of the next Compliance Verification, offenses from the previous session are checked if resolved. If not, sanction is imposed based on the list in ***Annex 8***.

Section 12

Section 12. GEL Help Desk

- Inquiries and other concerns may be addressed to PAGCOR GLDD GEL Section through email address GELadmin@pagcor.ph or call 254-8947 (direct line) or 521-1542 local 377.

ANNEXES

ANNEX 1

GEL FORMS

COMPANY LETTER HEAD

**DESIGNATED AUTHORIZED SIGNATORY, LIAISON OFFICER AND
ALTERNATE FOR ONLINE GEL APPLICATION SYSTEM**

I am submitting herewith the following information on the Authorized Signatory, GEL Liaison officer and Alternate with their contact details:

Details	Authorized Signatory	GEL Liaison Officer	Alternate GEL Liaison Officer
NAME (last, first middle)			
POSITION TITLE			
E-MAIL ADDRESS			
OFFICE NUMBER			
MOBILE NUMBER			
SPECIMEN SIGNATURE (please sign with in the box)			

Signature over printed name
(Proprietor/Licensee)

Date

GAMING EMPLOYMENT LICENSE

ONLINE USER ACCESS ENROLLMENT FORM

LICENSEE NAME:

User Information		
Family Name	First Name	Middle Name
Position:	E-mail Address:	

Access Information (please mark X the applicable boxes)	
☐ New User ☐ Delete User	☐ Online GEL Account ☐ Terminated Employee Database

Access Agreement (please read before signing)
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 subject to disciplinary action.

Authorization	
User: _____ Signature over printed name Date:	Authorized by: _____ Signature over printed name Date:



FOR PAGCOR USE ONLY

Confirmation	
Enrolled by: _____ Signature over printed name Date:	Approved access by: _____ Signature over printed name Date:

Online GEL Account	
User Name:	Temporary Password:

COMPANY LETTER HEAD

UPDATED MASTER LIST OF POSITIONS

Submitting herewith the list of positions with classification of _____
Licensee's company name

POSITION TITLE	CLASSIFICATION

Authorized Signatory
(Signature over printed name)

Date

COMPANY LETTER HEAD

GEL ELIGIBILITY FORM

1. To the best of my knowledge, I am not banned from entering any gaming establishment in the Philippines.
2. I have not been terminated by any employer for any of the following reasons:
 - 2.1. Game Cheating
 - 2.2. Fraud and/or Estafa
 - 2.3. Theft
 - 2.4. Forgery or Counterfeiting
 - 2.5. Unlawful interference with a gaming equipment
 - 2.6. Conviction of a crime involving moral turpitude
 - 2.7. Use of camera or any electronic device to assist in projecting the outcome of the game
 - 2.8. Acts of dishonesty amounting to grave or serious offenses
 - 2.9. 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's Signature over Printed Name)

(Company Name and Position applied for)

(Date)

COMPANY LETTER HEAD

ENDORSEMENT FOR NEW APPLICATION

This is to endorse the application for Gaming Employment License (GEL) of the following persons whose licenses have expired:

NAME	POSITION	CLASSIFICATION	DATE OF EMPLOYMENT

Further, we certify that:

1. We have validated and have on record the following documents of each of the above listed employees:
 - a) NSO Birth Certificate
 - b) NBI Clearance
 - c) Medical Certificate
 - d) Negative Drug Test Clearance (optional, if required by the employer)
 - e) Foreign Applicants:
 - e.1 Passport
 - e.2 Alien Employment Permit
 - e.3 Working Visa
 - f) Former manager/executive applying for managerial/executive positions within one (1) year from separation for a gaming employer:
Certification from former employer attesting to the fact that:
 - f.1 Casino manager/executive is not bound by any restrictive covenant or contractual stipulation that would legally prevent him/her from working for another casino, or
 - f.2 It is waiving the effectivity of any such applicable restrictions
2. The above persons are not in the:
 - a) National Database of Restricted Persons (with Licensee-emanating Exclusion Order); and
 - b) Terminated Employees Database (separated from PAGCOR or any licensee for just cause).

(Signature over printed name)

(Date)

COMPANY LETTER HEAD

NOTICE ON EMPLOYEES SEPARATED FOR JUST CAUSE

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:

Name of Employee (Last, First Middle)	Position Title	GEL Number	Reason for Dismissal	Effective Date of Separation	Date of Board Approval

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).

Authorized Signatory
(Signature over printed name)

Date



FOR PAGCOR GLDD USE ONLY

Received by:

Date received:

Signature over printed name

Authorized for posting by:

Date signed:

Signature over printed name

Action Taken:

Date:

By:

☐ Posted in Database

COMPANY LETTER HEAD

**NOTICE OF SEPARATED EXECUTIVES/MANAGERS
NOT GRANTED CLEARANCE**

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:

Name of Employee (Last, First Middle)	Position Title	GEL Classification	Effective Date of Separation

Authorized Signatory
(Signature over printed name)

Date

Licensee's Company Letterhead

RECOMMENDATION FOR SUSPENSION / REVOCATION OF GAMING EMPLOYMENT LICENSE

This is to certify that the employees listed below were suspended/separated for just causes enumerated in Section 7 of the GEL Online Application Manual for Employers and/or the company policy¹ on prohibition of employees from playing in any gaming establishment in the Philippines. This employer afforded said employee his/her right to two notices as prescribed by the Labor Code of the Philippines, as amended, namely: (1) written notice stating said violation; and (2) written notice informing him of the Company's decision, stating clearly the reasons thereof.

We hereby recommend suspension/ revocation of their GEL as specified:

Name of Employee (last, first middle)	Position	GEL Number	Effective Date of Suspension/ Separation (mm/dd/yr)	Ground for Separation (Just Cause)	Recommend for Suspension for 1 st offense (S1), Suspension for 2 nd offense (S2) or Revocation (R)

Authorized Signatory
(Signature over printed name)

Date Signed



FOR PAGCOR GLDD USE ONLY

Received by: _____

Date received: _____

Authorized for Posting: _____

Date Signed: _____

Action Taken:

GEL ☐ Suspended from _____ to _____
☐ Revoked effective _____

☐ Included in the list by: _____

Date: _____

☐ Posted in Database by: _____

Date: _____

¹ Cite provision of the Company's Code of Conduct on prohibiting employees from financing, collecting or placing monetary bets, or staking articles of value or representative of value, in any regulated game in any gaming establishment within the Philippines.

Licensee's Company Letterhead

MANPOWER COUNT REPORT

This is to certify that as of ____/____/____, _____ has
(month/day/year) (name of company)
a total of _____ personnel covered by the Gaming Employment License (GEL)
policy.

Authorized Signatory
(Signature over printed name)

Date Signed

Licensee's Company Letterhead

**ENDORSEMENT FOR
TEMPORARY GAMING EMPLOYMENT PERMIT**

This is to endorse the application for Temporary Gaming Employment Permit of the following persons valid only from _____ to _____.
(month/day/year) (month/day/year)

Name	Position

We certify that all of the above listed persons:

1. Are at least 21 years old;
2. To the best of our knowledge have not been convicted by any judicial court of any crime;
3. Are not included in the National Database of Restricted Persons - Licensee-Emanating Excluded Persons;
4. Were not separated from PAGCOR nor any licensee for just cause (Section 3.B.3.c of the Online GEL Application Manual); and
5. Are hired only for the event: _____
(Name of event)

We are responsible and accountable for the actions of the persons listed above for the duration of the event.

Authorized Signatory
(Signature over printed name)

Date Signed



FOR PAGCOR GLDD USE ONLY

Received by:

Date received: _____

Signature over printed name

Remarks:

Date: _____

Licensee's Company Letterhead

**ENDORSEMENT FOR RE-INSTATEMENT OF
GAMING EMPLOYMENT LICENSE**

This is to endorse the application for re-instatement of GEL of the following persons whose licenses were revoked on grounds stated in the GEL Manual for Employers Section 7:

Name	Previous GEL Number	Effective Date of GEL Revocation (mm/dd/yr)	PAGCOR- licensed entity last employed in	Grounds for Revocation	Reason for Re- instatement

I hereby certify that conditions stated in Section 9 of GEL Manual for Employers were satisfied.

Authorized Signatory
(Signature over printed name)

Date Signed



FOR PAGCOR GLDD USE ONLY

Received by:

Date received:

Signature over printed name

Verified and Posted Reinstatement in Database

Date posted:

Signature over printed name

GAMING EMPLOYMENT LICENSE CLASSIFICATION

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 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 and/or to hire, transfer, suspend, lay-off, recall, discharge, assign or discipline employees. 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; implements 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.

GEL Classification Matrix

Classification	Gaming Area					Back of House		Corporate Office
	Tables	Machines (Slots and Electronic Games)	Security	Surveillance	Treasury	Support Services (housekeeping, marketing, entertainment, etc.)	Admin.	
Executive	- heads the gaming sector of the organization	- heads the slot machine or EGM group	- heads the Security group	- heads the Surveillance team	- heads the entire Treasury Section	- heads a department, branch or site	- heads a department, branch or site	- heads a department
Managerial	- oversees several gaming pits - directs and handles supervisors	- oversees several or all areas with machines per shift - directs and handles supervisors	- oversees several or all gaming areas including (slot machine/EGM sections) - directs and handles supervisors	- oversees several or all surveillance coverage areas - directs and handles supervisors	- oversees activities in several cages - directs and handles supervisors	- oversees activities and tasks of a whole team	- oversees work of several supervisors of related sections	- oversees work of several supervisors of related sections
Supervisory	- oversees operations of several gaming tables and corresponding rank and file personnel	- oversees operations of several areas with machines and corresponding rank and file personnel	- oversees security procedures in several areas - supervises security staff	- oversees surveillance procedures for designated areas of coverage - supervises surveillance staff per shift	- oversees treasury functions of a cage with several cashier windows - supervises Treasury staff	- supervises staff and provides support service - heads a particular section	- supervises several subordinates, - heads a particular section	- supervises several subordinates - heads a particular section
Rank & File	- mans a gaming table	- attends to several machines	- performs routine tasks in assigned area	- performs routine tasks during duty hours	- mans cage/teller/cashier's booth; - conducts manual and clerical duties for the site's Treasury Section	- performs routine functions, basically clerical, manual and mechanical	- performs routine functions, basically clerical or manual	- performs routine functions, basically clerical, manual and mechanical

SAMPLE OF QUEUE NUMBER COUPON

GEL QUEUE NUMBER:

S-22-N844545

Instructions for the application of Gaming Employment License

1. Go to the website <http://gel.pagcor.ph> and enter your queue number. You have 2 days (up to Monday, March 7, 2016, 12:59 PM) to complete this application. Otherwise, this queue number will expire and will be invalid.
2. Have the following ready:
 - a. Tax Identification Number (TIN)
 - b. Social Security System (SSS) number
 - c. Digital photo
 - c.1. Colored
 - c.2. White background
 - c.3. 2"x2" in size
 - c.4. jpeg or png format with a maximum size of 2MB
 - d. Active e-mail address (where your license confirmation will be sent)
 - e. Speakers or earphones
3. Fill up all fields truthfully. Giving false information may be a ground for revocation of the GEL.
4. Watch the video "Orientation on Responsible Gaming for GEL Applicants".
5. Take the online exam. You can watch the video and take the exam as often as needed during the session to get enough correct answers.
6. If you get eighty percent (80%) of the answers correctly, the system will generate a GEL number. This will automatically be emailed to you and your employer.
7. Print out GEL number and present to employer.

**SAMPLE OF QUEUE NUMBER COUPON FOR RENEWAL,
CHANGE EMPLOYER &/or INFORMATION UPDATE**

GEL QUEUE NUMBER:

S-22-R844545

**Instructions for renewal, change of employer &/or
information update of your Gaming Employment License**

1. Go to the website <http://gel.pagcor.ph> and enter your queue number. You have 2 days (up to Monday, March 7, 2016, 12:59 PM) to complete the process. Otherwise, the queue number will expire and will be invalid.
2. Enter your Gaming Employment License number (ex. 13-1234567890) and date of birth (mm/dd/yyyy).
3. Update/change necessary fields truthfully. Giving false information may be a ground for revocation of the GEL.
4. Save your application.
5. The details of your license will be e-mailed to you and your employer.
6. Print out and present to employer.

GUIDELINES FOR ISSUANCE OF TEMPORARY GAMING EMPLOYMENT PERMIT

Limited duration promotional events or tournaments necessitate the hiring of temporary gaming staff. Such personnel need not obtain GEL for employment during those promotional events or tournaments. Instead, they should obtain Temporary Gaming Employment Permit.

Procedure for applying:

1. Licensee requests for approval of a special event in accordance to the Regulatory Manual.
2. Licensee requires these documents from gaming persons hired for the approved special event, particularly dealers, and keeps them on file for at least one (1) year:
 - a) Copy of birth certificate certified by NSO or foreign counterpart
 - to ensure that person is 21 years old or above
 - b) NBI Clearance valid at the time of event
 - no derogatory record or no record on file as indicated under “Remarks”. However, 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 Section 3.B.3.c in these guidelines.
3. Licensee verifies that applicant is:
 - a) not in the list of Licensee-emanating Excluded Persons in the National Database of Restricted Persons (NDRP), and
 - b) not in the Terminated Employees Database (TED)
4. Licensee submits an Endorsement for Temporary Gaming Employment Permit (GEL Form J attached) to PAGCOR GLDD not later than two (2) days before the start of the event.
5. PAGCOR issues a Temporary Gaming Employment Permit in lieu of GEL for qualified gaming staff for the duration of the approved event.
6. Should the event be conducted in series and for non-consecutive periods of time, application should be made for each segment.

FILING OF RECOMMENDATION FOR REVOCATION OF GAMING EMPLOYMENT LICENSE

1. Submit GEL Form H – Recommendation for Suspension/Revocation of GEL
2. Keep on file the supporting document pertaining to the grounds for revocation:

Grounds for Revocation	Supporting Document
Employee is dismissed by PAGCOR or licensee for just causes	GEL Form F – Notice of Employees Separated for Cause; Board of Director's (BOD) approval of dismissal; Complete Investigation Report; Written notices to the employee (a) stating said violation and (b) informing him of the Company's decision stating clearly the reasons thereof Other pertinent documents pertaining to the dismissal of the employee
Employee is convicted of any crime by court of competent jurisdiction upon final judgment	Case decision from a judicial Court
Employee is tested positive for drug use or substance abuse	Positive drug test result from an authorized drug testing center valid at the time of filing of recommendation
Employee is not physically fit to work	Certification issued by an appropriate medical institution of 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

OFFENSES WITH CORRESPONDING PENALTIES		
OFFENSE		SANCTION
1	Hiring/deployment of employees without valid GEL or with expired GEL	Suspension of access to GEL online application until compliance with GEL guidelines
2	Endorsement of the GEL application of a banned person or a PAGCOR-terminated employee	Suspension of access to GEL online application until a valid explanation is submitted and accepted by PAGCOR
3	Absence or incomplete required documents during the compliance verification	Suspension of access to GEL online application until completion of documents.
4	Failure to maintain sub-folder for GEL in employees' 201 file	Suspension of access to GEL online application until compliance with GEL guidelines
5	Failure to indicate GEL number on employees' company identification card	Suspension of access to GEL online application until compliance with GEL guidelines
6	Printing of wrong GEL number of employees' company identification card	Suspension of access to GEL online application until compliance with GEL guidelines
7	Failure to submit to PAGCOR updated list of seceded or terminated employees	Suspension of access to GEL online application until compliance with GEL guidelines
8	Failure to submit Notification for Revocation within the prescribed period	Suspension of access to GEL online application until compliance with GEL guidelines
9	Failure to remit payment for GEL application within the prescribed period	A 12% interest per annum shall be applied on fees not settled after the due date or the 10 th day of the month. Suspension of access to GEL online application until payment is received by PAGCOR. <i>A curing period of thirty (30) days will be allowed to settle unpaid dues before suspension of the access is imposed.</i>
10	Failure to settle penalty for late payment within the prescribed period.	Suspension of access to GEL online application until payment is received by PAGCOR. <i>A curing period of thirty (30) days will be allowed to settle unpaid penalties before suspension of access is imposed.</i>

NOTE: For offenses # 1 to 8, penalty will be imposed if, by the next Compliance Verification session, offense/s is/are not resolved.



GAMING LICENSING AND DEVELOPMENT DEPARTMENT
NOTICE OF NON-COMPLIANCE: GAMING EMPLOYMENT LICENSE

LICENSEE NAME		Date	
ADDRESS			

GROUND FOR IMPOSITION OF PENALTIES

Description	Penalty	Prescribed Submission/ Compliance	Not Complied	Invoice No.	Amount
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	before signing of hiring contract			
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.	Suspension of access to GEL online application if, by the next Compliance Verification session, offense/s is/are not resolved	before online GEL application			
Non-availability of required documents/incomplete documents during the inspection.	Suspension of access to GEL online application if, by the next Compliance Verification session, offense/s is/are not resolved	before online GEL application			
Failure to maintain sub-folder for GEL in employees' 201 file.	Suspension of access to GEL online application if, by the next Compliance Verification session, offense/s is/are not resolved	before online GEL application			
Failure to indicate GEL number on employee's company ID.	Suspension of access to GEL online application if, by the next Compliance Verification session, offense/s is/are not resolved	thirty (30) days upon confirmation of GEL number			
Printing of wrong GEL number of employee's company ID.	Suspension of access to GEL online application if, by the next Compliance Verification session, offense/s is/are not resolved				
Failure to submit to PAGCOR reports listed under Section 6 (GEL Form F and G).	Suspension of access to GEL online application if, by the next Compliance Verification session, offense/s is/are not resolved	every 15th day of the month			
Failure to submit Notification for Revocation within the prescribed period.	Suspension of access to GEL online application if, by the next Compliance Verification session, offense/s is/are not resolved	every 15th day of the month			
Failure to remit payment for GEL application within the prescribed period.	Suspension of access to GEL online application until payment is received by PAGCOR and twelve percent (12%) per annum interest. A curing period of thirty (30) days will be allowed to settle unpaid dues before suspension of the access is imposed.	every 10th day of the month			
Failure to settle penalty or twelve percent (12%) per annum interest for late payment within the prescribed period.	Suspension of access to GEL online application until payment is received by PAGCOR. A curing period of thirty (30) days will be allowed to settle unpaid penalties before suspension of access is imposed.	every 10th day of the month			

Remarks:

Senior Manager
Gaming Licensing and Development Department

Terminated Employees Database (“TED”) System User’s Guide

I. OBJECTIVES

1. To establish a database of employees terminated by PAGCOR and its Licensees for just causes listed in Section 3.B.3.C of the GEL Manual for Employers
2. To make the database accessible through the internet to authorized users to ensure that applicants or employees are not endorsed to apply for a new GEL or to renew their existing GEL

II. DEFINITION OF TERMS

Licensee

- The entity that was issued by PAGCOR a Provisional License, Regular Gaming License or Authority to Operate as the case may be¹.

Terminated Employee

- A person dismissed by PAGCOR or any licensee for just cause listed in Section 3.B.3.C of the GEL Manual.

Terminated Employees Database (“TED”)

- A compilation of information on employees separated for just causes listed in Section 3.B.3.C of the GEL Manual for Employers.

Offense

- An act listed in Section 3.B.3.C of the GEL Manual for Employers committed by a person that disqualifies him from being considered for employment by a new gaming employer or from continuing to be employed.

III. ACCESS LEVELS AND FUNCTIONS

ROLE	ACCESS LEVEL	FUNCTION	ACCESS RIGHTS	TASK
Administrator (GLDD)	1	User, TED system management, encoder	create, view, edit entries	enroll TED users, input data
TED User (Licensee)	2	User	view TED information	search and view information

¹<http://www.pagcor.ph/regulatory/pdf/Casino/CASINO%20REGULATORY%20MANUAL%20FOR%20ENTERTAINMENT%20CITY%20LICENSEES%20VERSION%204.pdf>

A. Administrator – GLDD, PAGCOR

1. Determines completeness of submitted Online User Enrollment Form;
2. Enrolls new users who are authorized to access the TED system;
3. Inputs data on terminated employees who were certified by the Licensees to have violated offenses listed in GEL Manual ;
4. Views and edits data as needed;
5. Maintains the TED system.

B. TED User – Licensee's GEL Liaison Officer

1. Obtains authority to access the TED system from its Designated Authorized Signatory;
2. Views, searches and verifies information on terminated employees;
3. Uses information from TED to endorse or disqualify a person from applying for a new GEL or an employee from renewing his/her GEL;
4. Treats information in the TED with prudence; sharing of data with any unauthorized entity is a violation to the Terms and Conditions of the TED system.

IV. MANDATORY INFORMATION CONTAINED IN THE TED

1. GEL number
2. Employee ID number
3. Last Name
4. First Name
5. Middle Name
6. Gender
7. Name of Licensee that terminated the employee
8. Position
9. Offense
10. Tax Identification Number (TIN)
11. Date of Birth (mm/dd/yyyy)
12. Effectivity Date (mm/dd/yyyy)

V. PROCEDURE**A. To enroll a user:**

1. The GEL Liaison Officer completely fills up the Online User Access Enrollment Form (GEL Form B).
2. The fully accomplished form is submitted to PAGCOR GLDD.
3. PAGCOR GLDD, as Administrator of TED, creates a user account by inputting the following:

- a. GEL ID
 - b. First name
 - c. Middle Name
 - d. Last Name
 - e. Email Address
 - f. Licensee
 - g. IP Address
 - h. Digital Photo
4. The system will automatically send a confirmation message to the GEL Liaison's email account with his/her assigned Username and Temporary Password.

B. To access the TED system:

1. Go to the Uniform Resource Locator (URL) found in the TED Application User Registration confirmation message;
2. Enter the system-generated Username and Temporary Password;
3. Key in the Captcha;
4. Accept Terms and Conditions by clicking the designated box.
5. Username cannot be changed.
6. To change the password:
 - a. Click your name found in the upper left side of the screen;
 - b. User profile page will appear, then click the "key" symbol;
 - c. Fill in the required fields, then submit.

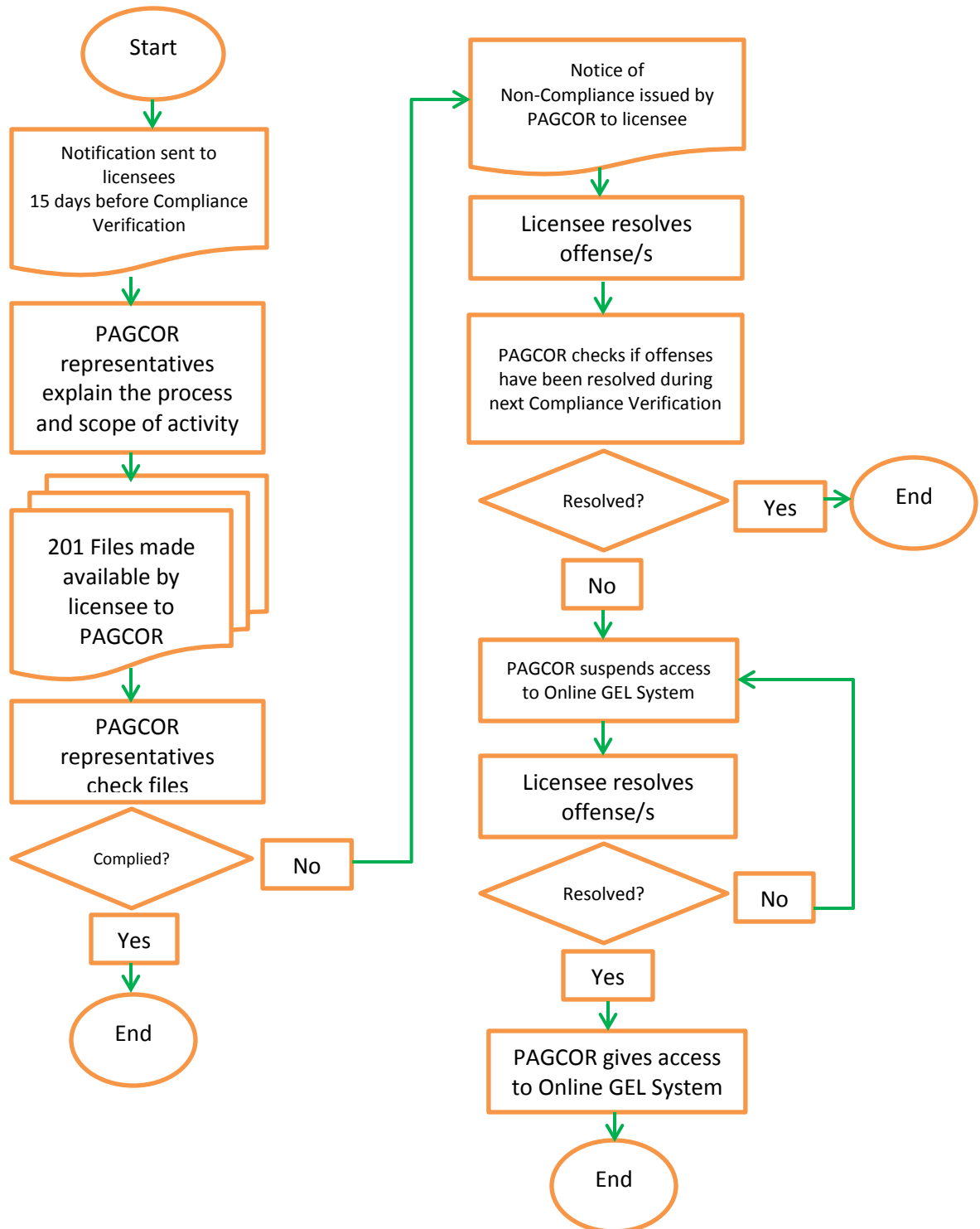
C. To input information on terminated employee:

1. Based on fully accomplished GEL Form F submitted by the Licensee, Administrator enters data into the TED;
2. Check inputted data then submit;
3. TED System sends a confirmation message after a successful data entry.

D. To search, view or verify if a person is in the TED:

1. Log in by keying in the Username, Password and Captcha;
2. Accept Terms and Conditions by clicking the designated box;
3. Use the search box by typing the first, middle or last name of the GEL applicant or renewing GEL holder;
4. Click "view" to see more details.

COMPLIANCE VERIFICATION DIAGRAM



GAMING EMPLOYMENT LICENSE

Compliance Verification Checklist

LICENSEE NAME: _____

DATE: _____
(mm/dd/yyyy)

PERIOD COVERED: _____

[illegible]

*Optional

PAGCOR REPRESENTATIVE:

Signature over printed name

WITNESSED AND CONCURED BY:

GEL LIAISON OFFICER
Signature over printed name

HANDBOOK FOR APPLICANTS AND EMPLOYEES

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General Guidelines

The grant of the Gaming Employment License (GEL) by the Philippine Amusement and Gaming Corporation (PAGCOR) aspires that only individuals with integrity and good moral character are employed in the Philippine gaming industry.

The GEL is a continuing requirement for employment in any gaming establishment in the country and should form part of the employee's handbook.

Section 1

Section 1. Coverage

Prior to hiring or signing of employment contract, the employer must ensure that the following personnel who are directly involved in the gaming operations possess valid GEL:

1. Regular and contractual employees hired by the Employer including those 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 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 assistants, etc.
3. Consultants who are assigned in the gaming area or have participation in the gaming operations

The following need not apply for GEL:

1. Hotel employees whose position titles and job descriptions are clearly limited to hotel operations and have no gaming involvement as certified by Licensees with gaming and hotel organizations that are combined in one corporate entity. Such hotel employees who will be re-assigned to gaming operations must obtain GEL prior to assumption of a gaming position. Procedure, requirements and fees for new application will be complied with.

2. Personnel who are not direct hirees of the employer

- a. Hotel staff/hotel outlet personnel who enter the casino gaming area
- b. Staff of concessionaires
- c. Security guards, maintenance personnel, drivers, etc.
- d. Suppliers and contractors of the licensees that provide gaming equipment and paraphernalia as well as installation, inspection, repair and maintenance services of equipment
- e. Dealers who are hired only for tournaments conducted for short periods of time. The employer should instead apply for a Temporary Gaming Employment Permit for such dealers. (Refer to **Annex 5** – Guidelines for Issuance of Temporary Gaming Employment Permit)

Section 2

Section 2. Requirements for Application

A. Qualifications

The applicant:

1. must be at least 21 years old
2. has passed the pre-employment requirements and is favorably endorsed by the employer
3. has no criminal record
4. is fit to work
5. is not included in the list of licensee-emanating excluded persons in the National Database of Restricted Persons (NDRP)
6. is not included in the list of terminated employees by PAGCOR or any licensee for just cause in the Terminated Employee Database (TED)
Refer to list below for just causes:

- a. Game cheating
- b. Fraud and/or estafa
- c. Theft
- d. Forgery or counterfeiting
- e. Unlawful interference with a gaming equipment
- f. Conviction of a crime involving moral turpitude
- g. Use of camera or any electronic device to assist in projecting outcome of the game.
- h. Acts of dishonesty amounting to grave or serious misconduct
- i. Violation of employment contract provision/policy on prohibition from playing in a gaming establishment

B. Documentary requirements:

1. Photocopy of NSO-certified Birth Certificate
2. NBI clearance
3. "Fit to Work" clearance from a licensed medical practitioner
4. Negative Drug Test Clearance (if required by the employer)

Additional requirement for managerial/executive position if applicant is a former manager/executive from previous gaming employer and is applying within one year from separation in another gaming employer:

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

Additional requirements from foreigners:

6. Photocopy of Passport from country of origin
7. Valid Employment Permit from the Department of Labor and Employment (DOLE)
8. Valid Working Visa issued by the Bureau of Immigration and Deportation (BID)

To ensure that applicant will be submitting the correct/complete requirements, he/she must use the following checklist in reviewing his/her documents:

- a. Birth Certificate
 - Certified True Copy of NSO issued Birth Certificate
 - Applicant must be at least 21 years old during the time of the application for GEL
- b. NBI Clearance
 - Must be valid at the time of submission (1 year validity)
 - Complete name and date of birth written on the NBI clearance are exactly the same as written on the GEL application form.
 - No derogatory record or no record on file as indicted under "Remarks". Note that the employer may, at its discretion, endorse the application for GEL of an applicant, notwithstanding said derogatory record, provided the offense/s for which the applicant is involved is not any of

the offenses/causes for termination of GEL as enumerated in Section 2.A.6 in these guidelines.

c. Medical Certificate

- Must be valid at the time of submission (1 year validity)
- Name on the medical certificate is exactly the same as written on the application form
- "Fit to work" specified under "Remarks"
- Duly signed by the attending physician with the physician's license number

d. Drug Test Clearance (if required by the employer)

- Must be valid at the time of submission (1 year validity)
- Name on the Drug Test clearance is exactly the same as written on the application form
- "Negative" specified under "Remarks"
- Duly signed by the analyst and laboratory head

e. Photocopy of Passport (for foreigners only)

- Name, date of birth, and nationality are exactly the same as written on the application form
- Passport must be valid at the time of submission

f. Employment Permit from the DOLE (for foreigners only)

- Name on Employment Permit is exactly the same as written on the application form
- Permit must be valid at the time of submission

g. Working Visa from the BID (for foreigners only)

- Name on Working Visa is exactly the same as written on the application form
- Visa must be valid at the time of submission

NOTE: The Tax Identification Number (TIN) is a required information in the online application process.

The documentary requirements must be submitted to the employer. The employer will maintain copies in a subfolder in the 201 file of each employee. These must be made available to PAGCOR upon request for compliance verification purposes. Non-availability of required documents during the time of audit may be a ground for regulatory sanction.

Section 3

Section 3. Position Classification

The GEL is issued for the different classifications of employment as follows:

- Executive
- Managerial
- Supervisory
- Rank and file

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 and/or to hire, transfer, suspend, lay-off, recall, discharge, assign or discipline employees. 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 routine 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.

See **Annex 1** for the Classification Matrix.

Section 4

Section 4. License Fees

1. New application	Executive	P 5,000
	Managerial	P 3,000
	Supervisory	P 1,500
	Rank and File	P 1,000
2. Renewal	Executive	P 4,000
	Managerial	P 2,400
	Supervisory	P 1,200
	Rank and File	P 800
3. Late Renewal (same as New Application)		

The employer shall pay PAGCOR the application fee on behalf of its employees. Subsidy by the company or payment by the employees to the employer shall be an internal company policy.

Fees are non-refundable and non-transferrable.

Section 5

Section 5. Procedure for Application

All applications for GEL must be coursed through the employer.

1. Applicant must submit complete application requirements listed under Section 2. Item B to his/her Human Resource Department (HRD), including the GEL Eligibility Form (**Annex 2 GEL Form D**). 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* (see **Annex 3** for sample of coupon) to give applicant access to the online GEL application website.
3. Applicant goes to the website and fills up all fields completely and truthfully. Giving false information or non-disclosure of information may be a ground for revocation of the GEL. He/she must indicate an active email address where his/her license number will be sent.
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.
6. Applicant takes the online exam. He/she can view the video and take the exam as often as needed during the session.
7. Passing mark is eighty percent (80%). If applicant passes, a GEL number will be generated by the system. This will automatically be emailed to the applicant and his/her employer.

8. Applicant prints out his/her confirmation bearing the GEL number and presents it to his/her employer.
9. The applicant's GEL number must be printed prominently on his/her company ID not later than one (1) month after issuance of GEL number.

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

Section 6

Section 6. Validity of the GEL

The GEL is valid for a period of three (3) years. It will expire on the employee's birth date on the third year. For reference, the first two digits of the license number represent the year the license was issued.

A renewed license will be valid for another three (3) years.

Section 7

Section 7. 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.

Before a GEL holder applies for renewal of his/her GEL, he/she must attend at least one (1) lecture or training on Responsible Gaming. Refer to Section 12 (Responsible Gaming).

The application for renewal must be filed within thirty (30) days prior to expiration date up to thirty (30) days after expiration of the license. Renewal fees are listed in Section 4 Number 2.

GEL that is not renewed within thirty (30) days from expiration date will be cancelled. In such case, the employee must apply personally for a new GEL at PAGCOR Corporate Office. Amount to be collected will be the fee for new application as listed in Section 4 Number 1. Employees with cancelled GEL cannot be deployed for duty.

A. Valid License

1. Employee proceeds to the HRD of the employer. Filipino applicants applying for renewal are not required to submit new documents except for those holding managerial or executive positions who are transferring from one employer to another. They are required to submit Certification from former employer, attesting to the fact that: (a) they are not bound by any restrictive covenant or contractual stipulation (i.e., non-compete clause) that would legally prevent them from working for another casino; OR (b) former employer is waiving the effectivity of any such applicable restriction.

Foreigner employees must submit new or valid requirements as follows:

- i. Photocopy of Passport
 - ii. Employment Permit from DOLE
 - iii. Working Visa from BID
2. Employee secures a queue number for renewal to access the on line GEL application website. (See **Annex 4** - Sample of Queue Number Coupon for Renewal, Change Employer and/or Information Update)
3. Employee goes to the website, enters valid GEL number and confirms if all data are correct and updated. He/She makes corrections as needed.
4. The system will send a Confirmation of Renewal to the applicant's and the employer's email mailboxes.
5. Employee presents the printout of the Confirmation to one's employer.

B. Expired License (beyond 30-day grace period)

1. Employee proceeds to his/her HR Department and submits the complete requirements for new GEL as listed under Section 2. Item B. He/She secures an endorsement letter signed by the employer's authorized signatory (**Annex 2** – GEL Form E).
2. Employee submits to PAGCOR Corporate Office the endorsement letter and clearance from former employer if applicable.
3. Employee secures a queue number for new application to access the online GEL application website.
4. Employee performs Steps #3-8 under Section 5.
5. The new GEL number must be printed prominently on the employee's company ID not later than one (1) month after issuance of GEL number.

Section 8

Section 8. Update of information

All gaming employment licensees must update the following information within one month after any of the following is effected:

1. Change of position/employer
2. Change of name
3. Change of status
4. Change of other information (i.e. photo, address, phone number, e-mail address)

For change of employer, the applicant must accomplish process cited in Section 5 Number 1 (Procedure for Application) of the GEL Manual.

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

To update information, employee:

1. Presents supporting document/s to HRD for validation and file.
2. Secures a queue number to access the GEL system. (See **Annex 4 – Sample of Queue Number Coupon for Renewal, Change Employer and/or Information Update**)
3. Updates his/her information in the system.
4. Ensures that the confirmation was sent to his/her email mailboxes as well as the employer's.

Section 9

Section 9. Grounds for Revocation of GEL

After the issuance of a GEL, PAGCOR may revoke at any time the same if any of the following are proven:

- A. Dismissal of an employee for just causes as enumerated in Section 2 Item A Number 6 or as defined in the Labor Code of the Philippines, as amended, or other relevant laws
- B. Conviction of an employee by court of competent jurisdiction upon final judgment for any crime committed by said employee
- C. Determination by an authorized drug testing center that a GEL holder/employee is positive for drug use or substance abuse
- D. Determination by the appropriate medical institution of the government that a GEL holder/employee is not physically fit to work

Only the employer may request for the revocation of an employee's GEL based on any of the grounds mentioned above. Request for revocation must be supported by duly certified documents and submitted to PAGCOR GLDD.

Section 10

Section 10. Grounds for Suspension of GEL

- A. Non-submission of clearance by employees holding managerial or executive positions who were separated from their employers within one year prior to application.

Failure to obtain a Clearance or certification from former employer, attesting to the fact that: (a) the employee is not bound by any restrictive covenant or contractual stipulation (i.e., non-compete clause) that would legally prevent him/her from working for another casino; OR (b) former employer is waiving the effectivity of any such applicable restriction, will result in the automatic suspension of your GEL for a period of six (6) months from date of separation.

- B. An employee is found to be in violation of the policy on prohibition from playing in a gaming establishment. His/Her GEL will be suspended as follows:

First offense: 2 weeks

Second offense: 1 month

Section 11

Section 11. 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. Procedure and fees for applying for a new GEL will be followed.

Section 12

Section 12. Responsible Gaming

The applicant must undergo an orientation on Responsible Gaming which the employer will provide.

Likewise, a GEL holder must attend at least one (1) lecture or training on Responsible Gaming before his/her GEL is renewed.

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

Section 13

Section 13. GEL Help Desk

Inquiries and other concerns may be addressed to PAGCOR GEL Section through email address GELadmin@pagcor.ph or call 254-8947 (direct line) or 521-1542 local 377.

ANNEXES

GEL Classification Matrix

Classification	Gaming Area					Back of House		Corporate Office
	Tables	Machines (Slots and Electronic Games)	Security	Surveillance	Treasury	Support Services (housekeeping, marketing, entertainment, etc.)	Admin.	
Executive	- heads the gaming sector of the organization	- heads the slot machine or EGM group	- heads the Security group	- heads the Surveillance team	- heads the entire Treasury Section	- heads a department, branch or site	- heads a department, branch or site	- heads a department
Managerial	- oversees several gaming pits - directs and handles supervisors	- oversees several or all areas with machines per shift - directs and handles supervisors	- oversees several or all gaming areas including (slot machine/EGM sections) - directs and handles supervisors	- oversees several or all surveillance coverage areas - directs and handles supervisors	- oversees activities in several cages - directs and handles supervisors	- oversees activities and tasks of a whole team	- oversees work of several supervisors of related sections	- oversees work of several supervisors of related sections
Supervisory	- oversees operations of several gaming tables and corresponding rank and file personnel	- oversees operations of several areas with machines and corresponding rank and file personnel	- oversees security procedures in several areas - supervises security staff	- oversees surveillance procedures for designated areas of coverage - supervises surveillance staff per shift	- oversees treasury functions of a cage with several cashier windows - supervises Treasury staff	- supervises staff and provides support service - heads a particular section	- supervises several subordinates, - heads a particular section	- supervises several subordinates - heads a particular section
Rank & File	- mans a gaming table	- attends to several machines	- performs routine tasks in assigned area	- performs routine tasks during duty hours	- mans cage/teller/cashier's booth; - conducts manual and clerical duties for the site's Treasury Section	- performs routine functions, basically clerical, manual and mechanical	- performs routine functions, basically clerical or manual	- performs routine functions, basically clerical, manual and mechanical

ANNEX 2

GEL FORMS

COMPANY LETTER HEAD

GEL ELIGIBILITY FORM

1. To the best of my knowledge, I am not banned from entering any gaming establishment in the Philippines.
2. I have not been terminated by any employer for any of the following reasons:
 - 2.1. Game Cheating
 - 2.2. Fraud and/or Estafa
 - 2.3. Theft
 - 2.4. Forgery or Counterfeiting
 - 2.5. Unlawful interference with a gaming equipment
 - 2.6. Conviction of a crime involving moral turpitude
 - 2.7. Use of camera or any electronic device to assist in projecting the outcome of the game
 - 2.8. Acts of dishonesty amounting to grave or serious offenses
 - 2.9. 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's Signature over Printed Name)

(Company Name and Position applied for)

(Date)

COMPANY LETTER HEAD

ENDORSEMENT FOR NEW APPLICATION

This is to endorse the application for Gaming Employment License (GEL) of the following persons whose licenses have expired:

NAME	POSITION	CLASSIFICATION	DATE OF EMPLOYMENT

Further, we certify that:

1. We have validated and have on record the following documents of each of the above listed employees:
 - a) NSO Birth Certificate
 - b) NBI Clearance
 - c) Medical Certificate
 - d) Negative Drug Test Clearance (optional, if required by the employer)
 - e) Foreign Applicants:
 - e.1 Passport
 - e.2 Alien Employment Permit
 - e.3 Working Visa
 - f) Former manager/executive applying for managerial/executive positions within one (1) year from separation for a gaming employer:
Certification from former employer attesting to the fact that:
 - f.1 Casino manager/executive is not bound by any restrictive covenant or contractual stipulation that would legally prevent him/her from working for another casino, or
 - f.2 It is waiving the effectivity of any such applicable restrictions
2. The above persons are not in the:
 - a) National Database of Restricted Persons (with Licensee-emanating Exclusion Order); and
 - b) Terminated Employees Database (separated from PAGCOR or any licensee for just cause).

(Signature over printed name)

(Date)

SAMPLE OF QUEUE NUMBER COUPON

GEL QUEUE NUMBER:

S-22-N844545

Instructions for the application of Gaming Employment License

1. Go to the website <http://gel.pagcor.ph> and enter your queue number. You have 2 days (up to Monday, March 7, 2016, 12:59 PM) to complete this application. Otherwise, this queue number will expire and will be invalid.
2. Have the following ready:
 - a. Tax Identification Number (TIN)
 - b. Social Security System (SSS) number
 - c. Digital photo
 - c.1. Colored
 - c.2. White background
 - c.3. 2"x2" in size
 - c.4. jpeg or png format with a maximum size of 2MB
 - d. Active e-mail address (where your license confirmation will be sent)
 - e. Speakers or earphones
3. Fill up all fields truthfully. Giving false information may be a ground for revocation of the GEL.
4. Watch the video "Orientation on Responsible Gaming for GEL Applicants".
5. Take the online exam. You can watch the video and take the exam as often as needed during the session to get enough correct answers.
6. If you get eighty percent (80%) of the answers correctly, the system will generate a GEL number. This will automatically be emailed to you and your employer.
7. Print out GEL number and present to employer.

**SAMPLE OF QUEUE NUMBER COUPON FOR RENEWAL,
CHANGE EMPLOYER &/or INFORMATION UPDATE**

GEL QUEUE NUMBER:

S-22-R844545

**Instructions for renewal, change of employer &/or
information update of your Gaming Employment License**

1. Go to the website <http://gel.pagcor.ph> and enter your queue number. You have 2 days (up to Monday, March 7, 2016, 12:59 PM) to complete the process. Otherwise, the queue number will expire and will be invalid.
2. Enter your Gaming Employment License number (ex. 13-1234567890) and date of birth (mm/dd/yyyy).
3. Update/change necessary fields truthfully. Giving false information may be a ground for revocation of the GEL.
4. Save your application.
5. The details of your license will be e-mailed to you and your employer.
6. Print out and present to employer.

GUIDELINES FOR ISSUANCE OF TEMPORARY GAMING EMPLOYMENT PERMIT

Limited duration promotional events or tournaments necessitate the hiring of temporary gaming staff. Such personnel need not obtain GEL for employment during those promotional events or tournaments. Instead, they should obtain Temporary Gaming Employment Permit.

Procedure for applying:

1. Licensee requests for approval of a special event in accordance to the Regulatory Manual.
2. Licensee requires these documents from gaming persons hired for the approved special event, particularly dealers, and keeps them on file for at least one (1) year:
 - a) Copy of birth certificate certified by NSO or foreign counterpart
 - to ensure that person is 21 years old or above
 - b) NBI Clearance valid at the time of event
 - no derogatory record or no record on file as indicated under “Remarks”. However, 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 Section 3.B.3.c in these guidelines.
3. Licensee verifies that applicant is:
 - a) not in the list of Licensee-emanating Excluded Persons in the National Database of Restricted Persons (NDRP), and
 - b) not in the Terminated Employees Database (TED)
4. Licensee submits an Endorsement for Temporary Gaming Employment Permit (GEL Form J attached) to PAGCOR GLDD not later than two (2) days before the start of the event.
5. PAGCOR issues a Temporary Gaming Employment Permit in lieu of GEL for qualified gaming staff for the duration of the approved event.
6. Should the event be conducted in series and for non-consecutive periods of time, application should be made for each segment.