



PHILIPPINE AMUSEMENT AND GAMING CORPORATION

GAMING EMPLOYMENT LICENSE

Handbook for Applicants and Employees

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Gaming Licensing and Development Department

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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.