



MEMORANDUM ORDER NO. 2025-109

21 April 2025

Responsible Gaming (RG) Policy for Employees

1. Purpose

The Philippine Charity Sweepstakes Office recognizes that employees serve as ambassadors of the office and are expected to exemplify responsible behavior in their professional duties and public interactions. This policy outlines the standards of conduct expected of all PCSO employees in relation to Responsible Gaming (RG), and affirms the agency's commitment to fairness, sustainability, and integrity in all gaming operations.

2. Scope

This policy applies to all PCSO personnel, including temporary employees, consultants, and job orders.

3. Guiding Values and Expected Behaviors.

All personnel shall:

a. Integrity and Accountability.

- Not participate in or promote illegal numbers games or unregulated gambling of any kind in violation of Republic Act (RA) No. 9287 (Anti-Illegal Gambling Law), other applicable laws and related issuances.
- Report unethical or suspicious activities that may undermine the integrity of PCSO operations.
- Disclose of any real or perceived conflict of interest.
- Handle all personal/sensitive information, whether of bettors, agents, beneficiaries, stakeholders or third parties, with utmost care and confidentiality pursuant to Republic Act No. 10173 (The Data Privacy Act of 2012). Access to personal/sensitive information must be strictly limited to authorized personnel and used solely for the purpose for which they were provided or obtained.

b. Advocacy and Education

- Lead by example in promoting and practicing RG.
- Actively support advocacy campaigns on RG.



- Provide the public with accurate, clear, and complete information about PCSO games, including mechanics, odds, and potential risks.
- Undergo training to identify symptoms of gambling-related harm.

c. Protection of Vulnerable Sectors

- Remain observant of gambling problem indicators in the community.
- Refer individuals experiencing gambling-related harm to appropriate support services such as mental health professionals or social welfare agencies.
- Promote empathy, respect, and discretion when addressing concerns related to vulnerable individuals.
- Ensure that minors are neither encouraged nor allowed to participate in any illegal gambling or PCSO gaming activity, including the buying or selling of PCSO products as well as claiming winnings.
- Ensure that no content, feature, or marketing initiative within PCSO's games, promotes, normalizes or facilitates the exploitation or harmful engagement of minors. Any violations or concerns related to the involvement of minors in illegal gambling or PCSO gaming activities should be immediately reported.

d. Professional Conduct

- Demonstrate professionalism, respect, and fairness in all interactions with players, beneficiaries, and stakeholders.
- Refrain from entering, staying or playing in gambling casinos pursuant to Memorandum Circular (MC) No. 20, dated September 20, 2016, issued by the Office of the President (OP) and applicable laws.
- Avoid activities that may impair the public's respect and trust in PCSO. Employees should not engage in any endeavor involving financial impropriety, or taking advantage of one's position as mandated under RA No. 6713 (Code of Conduct and Ethical Standards for Public Officials and Employees).

4. Compliance and Monitoring

Any violation of this policy will be addressed in accordance with the Civil Service rules and the Code of Conduct. The Responsible Gaming Committee, together with the Human Resources Department (HRD) and Legal Department, will monitor compliance, recommend training, and implement corrective measures when necessary.



5. Continuous Learning

All employees must attend mandatory annual RG training and semi-annual refresher sessions. Suggestions and feedback from employees are encouraged and will be considered in ongoing policy development and refinement.

Training Programs:

1. Orientation Program for New Employees (On-boarding)
2. Orientation Program for Contractual Employees (On-boarding and existing)
3. Orientation Program for Responsible Gaming Program for Regular Employees (Online)
4. Bridges of Hope (BOH) – a once-a-year training program conducted by Bridges (BOH)

Budget:

₱4,500,000.00 has been allotted under the World Lottery Association (WLA)/ Asia Pacific Lottery Association (APLA) and Responsible Gaming (RG) Trainings and Seminars/ Conferences as well as for payment of subscription to RG Training.

6. Roles and Responsibilities

Board of Directors

- In charge of policy direction and funding
- Approves all RG policies and allocates funds for the RG programs

Responsible Gaming Committee

- Serve as the lead body for enforcing RG principles.
- Coordinate with HRD and LD for policy reviews and disciplinary actions.

Supervisors and Managers

- Ensure compliance with this policy within their respective teams.
- Actively address Responsible Gaming-related issues.
- Support and enforce RG standards across all operational activities.

Human Resources Department

- Integrate RG principles into orientation, staff development, and performance evaluation programs.



- Ensure the attendance of employees to RG training programs, prepare the RG modules or training design, and look for external training programs or subject matter experts for in-house RG training/activities.
- Assist in handling cases and disciplinary proceedings related to RG policy breaches.

Employees

- Consistently practice RG principles.
- Attend and engage in all required RG training programs.
- Promptly report any RG-related concerns or policy violations.

7. Communication and Awareness

This RG policy shall be cascaded to employees across all PCSO offices. Employees will be regularly reminded of RG values through internal communications such as bulletins, staff meetings, and organizational events. Official campaigns, posters, and advocacy tools will be used to promote awareness and encourage responsible behaviors.

8. Reporting Mechanism

Employees may report RG concerns or violations to the Human Resources Department to ensure confidentiality and protection from retaliation.

9. Policy Review and Updates

This policy shall be reviewed and updated as necessary. Any changes will be communicated to all staff, and appropriate training will be conducted to ensure updated understanding and compliance.

For strict compliance.


MELQUIADES A. ROBLES
General Manager 