



**DEPARTMENT OF TRADE AND INDUSTRY  
REGIONAL OFFICE 12**

# **Public Service Continuity Plan**



This document provides the operational actions, strategies, and mechanisms that will be undertaken by the DTI Regional Office 12 in response to any disruption, disaster, emergency, or any related incident to ensure the continuity of the office's mission-essential functions.

Relative to the Civil Service Commission Circular No. 2, series of 2021 re Formulation of the Public Service Continuity Plan (PSCP), this agency shall submit their approved plans to the Office of the Civil Defense (OCD)- Capacity Buildings and Training Services. Preferably, this plan shall be regularly monitored and updated as necessary.

**Department of Trade and Industry  
Regional Office 12**

**PUBLIC SERVICE CONTINUITY PLAN**

**DOCUMENT INFORMATION**

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Renaming and restructuring of Incident Response Team (IRT)	1.0 (October 19, 2022)	December 18, 2023

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## 1.0. INTRODUCTION

The Department of Trade and Industry (DTI) is responsible for realizing the country's goal of globally competitive and innovative industry and services sectors that contribute to inclusive growth and employment generation. The agency also seeks to ensure a safe consumer environment that promotes quality and safe products, and protects consumers by stabilizing the prices of basic necessities and prime commodities and by prescribing measures against undue price increases during emergency situations and like occasions.

We commit to effect good governance by delivering public service that is predictable, participatory, accountable, efficient, transparent, and honest.

The Department of Trade and Industry 12 Regional Office has five (5) operating divisions, namely: 1) Administrative, Financial, and Management Division (AFMD), 2) SME Development Division (SDD), 3) Industry Development Division (IDD), and 4) Consumer Protection Division (CPD). In support of these four divisions is the Management Support Services Division (MSSD). All of the above are under the supervision of the Regional Director. (See *Annex A - DTI- Regional Office 12 Organizational Structure.*)

The development of the DTI 12 Public Service Continuity Plan (PSCP) is in response to Republic Act 10121 series of 2009, otherwise known as the Philippine Disaster Reduction and Management Act, and the Office of the President of the Philippines Cabinet Action/ Decision File No. 381-120517-34 for all government agencies to continue to perform their essential functions during a wide range of emergencies; thus, this PSCP. There is a need for DTI 12 to ensure the continuity of its service delivery to help the public recover from adverse events, most especially the micro, small, and medium enterprises (MSMEs) as well as the consumers.

This PSCP will be adopted across all the core processes and support services of the office to ensure continuity amidst interruptions. Moreover, the PSCP defines the procedures to be adopted in the plan's implementation and lays the groundwork for the continual improvement of the agency's delivery of services.

## 2.0. PURPOSE

This document provides the operational actions and protocols that will be undertaken by the DTI 12 Regional Office in response to any disruption, disaster,



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emergency, or any related incidents to ensure the continuity of mission-essential functions.

Moreover, this plan will help DTI 12 reduce the risk that a hazard may cause to the people, facilities, processes, partners, public, and Information and Communication Technologies (ICT) by ensuring the immediate recovery of operations with the end-goal of sustaining the office's operations and functions by providing vital services at the right place and at the right time.

### **3.0. POLICY STATEMENT**

It is the policy of the Department of Trade and Industry to coordinate, promote, regulate, and facilitate trade, industry, and investment activities in the country. As such, the Department of Trade and Industry acts as the catalyst for intensified private sector activity to accelerate and sustain economic growth and to champion both businesses and consumers in the region.

In line with this, we, the DTI 12, as a member agency of the Regional Disaster Risk Reduction and Management Council (RDRRMC), and pursuant to RA No. 10121, *An Act Strengthening The Philippine Disaster Risk Reduction And Management System, Providing For The National Disaster Risk Reduction And Management Framework, And Institutionalizing The National Disaster Risk Reduction And Management Plan, Appropriating Funds Therefor And For Other Purposes*, commit to deliver the office's mission-essential functions even during emergencies, disruptive events, or disasters, whether these be natural or man-made.

We shall strive for the continual improvement of our Public Service Continuity Management System to ensure the attainment of the following objectives:

- i. To continually ensure the safety and security of our employees, vital facilities, and resources whenever disaster or emergency occurs;
- ii. To develop a more prepared, efficient, and resilient personnel who can meet challenges head on;
- iii. To adopt appropriate procedures for managing the immediate consequences of disaster or emergency to ensure a quick recovery from disruption and



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immediately resume the agency's provision of critical services to the consumers and business stakeholders;

- iv. To integrate or mainstream gender-sensitive and gender-responsive plans, operations, and programs; and,
- v. To ensure the continual improvement of the organization's Public Service Continuity Plan through periodic management reviews; thus, deliver faster and more effective services to meet the expectations of clients.

DTI 12 will continually uphold its *“Serbisyon Higit pa sa Inaasahan”* by demonstrating the agency's core values of Passion, Integrity, Competence, Creativity, Synergy, and Love of Country.

#### **4.0. SCOPE**

This Public Service Continuity Plan shall apply to all DTI 12 employees, including the Regular, Contract of Service, and Job Order; to guests and any person occupying the physical office at the DTI 12 Regional Office Building, Prime Regional Government Center, Barangay Carpenter Hill, City of Koronadal, South Cotabato. The same PSCP shall be rolled out and localized to DTI Region 12 Provincial, Extension and Satellite Offices in the region.

#### **5.0. ROLES AND RESPONSIBILITIES**

The Continuity Core Team (CCT) and Incident Response Team (IRT) shall plan, measure, and make arrangement to ensure the continuous delivery of critical services and functions of the agency, thus enabling the organization to recover its facility, data, and assets.

##### **5.1 Roles and Responsibilities of the Continuity Core Team (CCT)**

***Table 1. Roles and Responsibilities of the CCT***

<b>Designation</b>	<b>Office / Position</b>	<b>Responsibility</b>
<b>Head of Agency</b>	Office of the Regional Director  a. Regional Director	<ul style="list-style-type: none"><li>• Responsible for the continuation of essential services during a disaster or emergency;</li><li>• Ensures the appointment of key continuity personnel and the development of a program budget for adequate facilities, equipment, and training;</li></ul>



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		<ul style="list-style-type: none"><li>Ensures the development of a strategic continuity vision and overarching policy;</li><li>Approves the final policies and plans developed by the Continuity Planning Team / Working Group; and</li><li>Responsible for ensuring that continuity programs are appropriately resourced.</li></ul>
<b>Senior Leader</b>	Office of the Asst. Regional Director  a. Asst. Regional Director	<ul style="list-style-type: none"><li>Endorses to the Head of Agency all required continuity plans and programs;</li><li>Notifies appropriate offices and organizations upon the execution of continuity plans; and</li><li>Supports the work of the Continuity Coordinator for the agency including the provision of the necessary budget and other resources to support the continuity program;</li><li>In the absence of the Senior Leader, the highest official present on site shall assume the responsibility of the Senior Leader and shall turnover the authority as soon as the designated Senior Leader is available.</li></ul>
<b>Continuity Manager</b>	Administrative, Financial, and Management Division  a. Chief Administrative Officer	<ul style="list-style-type: none"><li>Coordinates the overall activities of the Continuity Planning Team; and,</li><li>Provides an annual summary of planning activities to the Appointed Officials and Organization Heads.</li></ul>
<b>Continuity Coordinating Team Leader</b>	Consumer Protection Division  i. Chief Trade Industry Development Specialist	<ul style="list-style-type: none"><li>Leads the development and maintenance of the Agency's Public Service Continuity Plan and submits funding requirements to the Head of Agency through the Senior Leader;</li><li>Coordinates the overall activities of the Continuity Core Team;</li><li>Coordinates continuity planning activities with policies, plans, and initiatives related to critical infrastructure protection as well as the inclusion of critical infrastructure protection provisions in the PSCP;</li><li>Establishes a Multi-Year Strategy and Program Management Plan designed to achieve continuity objectives;</li><li>Provides the heads/officials of the agency with the annual summary of planning activities;</li><li>Develops and administers a continuity program budget and submits funding requirements to the Head of Agency; and</li><li>Serves as an advocate for the office's continuity plan and program.</li></ul>
<b>Continuity Coordinating</b>	AFMD Coordinators for each division:	<ul style="list-style-type: none"><li>Prepare requirements and coordinate with concerned officials/personnel/offices</li></ul>



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<b>Team Members/ Secretariat</b>	<ul style="list-style-type: none"><li>i. AFMD</li><li>ii. MSSD</li><li>iii. CPD</li><li>iv. IDD</li><li>v. SDD</li></ul>	<p>regarding the conduct of PSCP meetings and other activities;</p> <ul style="list-style-type: none"><li>• Document proceedings of the meetings, workshops, simulation exercises, and other activities;</li><li>• Consolidate inputs in the crafting of the PSCP; and</li><li>• Take charge in the information, education and communications (IEC) advocacy, to include reproduction and distribution of the PSCP and other materials.</li></ul>
<b>Continuity Planning Team / Continuity Working Group</b>	<p><b>Management Support Services Division</b></p> <ul style="list-style-type: none"><li>i. Chief-of-Staff/ OIC-MSSD</li><li>ii. Management Audit Analyst</li><li>iii. Planning Officer</li></ul> <p><b>Administrative, Financial, and Management Division:</b></p> <ul style="list-style-type: none"><li>i. Human Resource Management Officer</li><li>ii. Budget Officer</li><li>iii. Supply Officer</li><li>iv. Information and Communication Technology designated representative</li></ul> <p><b>SME Development Division:</b></p> <ul style="list-style-type: none"><li>i. Chief Trade Industry Development Specialist</li></ul> <p><b>Consumer Protection Division:</b></p> <ul style="list-style-type: none"><li>i. Trade Industry Development Specialist</li></ul>	<ul style="list-style-type: none"><li>• Participates in meetings, workshops, and other relevant activities relative to the development of the PSCP;</li><li>• Gathers all relevant references;</li><li>• Writes the contents of the PSCP;</li><li>• Assimilates comments, inputs, and recommendations gathered during meetings, workshops, and simulation exercises to improve the PSCP;</li><li>• Provides overall continuity coordination for the agency;</li><li>• Coordinates continuity exercises, document post-exercise lessons learned, and conduct periodic evaluation of organizational continuity, implementation and capabilities of continuity team;</li><li>• Conduct periodic audit on the proper implementation of the PSCP;</li><li>• Performs other tasks and functions as may be needed.</li></ul>



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	<b>Industry Development Division:</b>  i. Chief Trade Industry Development Specialist	
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## 5.2 Roles and Responsibilities of the Incident Response Team (IRT)

**Table 2. Roles and Responsibilities of the IRT**

Designation	Officer-in-Charge	Responsibility
Incident response Commander	Head of office/ Regional Director	<ul style="list-style-type: none"><li>• Sets incident objectives</li><li>• Leads the tactical incident response</li><li>• Assess the situation</li><li>• Establishes the response priorities</li><li>• Ensures that adequate safety measures are in place</li><li>• Coordinates with key people and officials</li><li>• Authorizes release of information to the media</li></ul>
Incident Response Assistance Commander	Asst. Regional Director	<ul style="list-style-type: none"><li>• Performs duties of the Incident Response Commander in the latter's absence</li><li>• Focal person for information dissemination</li><li>• Ensures planning meetings are scheduled as required</li></ul>
Incident Management Team Commander	Chief of Staff/ OIC-MSSD	<ul style="list-style-type: none"><li>• Works closely with Operations, Planning and Logistics Section Chiefs and Incident Response Team</li><li>• Anticipates, detects and corrects unsafe situations</li><li>• Conducts risk and damage assessment and submits report to the Incident Response Commander</li><li>• Has emergency authority to stop unsafe operations</li></ul>
Operation Team Commander	Chief Trade Industry Development Specialist, SDD	<ul style="list-style-type: none"><li>• Directs execution of all tactical operations</li><li>• Acts as incident first responder</li><li>• Ensures evacuation of all employees and tenants</li></ul>
Communication Team	<ul style="list-style-type: none"><li>• Liaison officer/ Public Information Officer: R12 Information Officer</li><li>• Call Tree Operator: Secretary of the</li></ul>	<ul style="list-style-type: none"><li>• Serves as contact point for agency representatives</li><li>• Provides briefing and to answer questions from supporting organizations</li><li>• Serves as focal person for information dissemination</li><li>• Works closely with the media</li></ul>



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	Regional Director	
<b>Planning and Recovery Team</b>	Planning Officer Admin Officer V (MAA)	<ul style="list-style-type: none"><li>• Collects and processes information</li><li>• Develops incident action plan for the recovery of the DTI 12 and its services</li><li>• Maintains situation and resource status</li><li>• Maintains documentation</li></ul>
<b>Damage Assessment Team (DAT)</b>	<ul style="list-style-type: none"><li>• Supervising Trade and Industry Development Specialist - SDD</li><li>• Safety Officers</li><li>• Security Guards</li></ul>	<ul style="list-style-type: none"><li>• Evaluates and documents the physical damage caused by an event and its potential impact on the DTI- 12 Building;</li><li>• Communicate and Report to the Incident Response Commander on the status of the building;</li><li>• Coordinate with public works officials and local government assessors should a comprehensive assessment of the building is needed;</li></ul>
<b>Public Service Continuity Team (Alternate Site)</b>	Consumer Protection Division Team	<ul style="list-style-type: none"><li>• Provides uninterrupted DTI R12 services to its client and stakeholders</li><li>• Maintains operation of DTI R12 Mission-Essential Functions</li></ul>
<b>Logistics and Equipment Team</b>	<ul style="list-style-type: none"><li>• Admin. Officer III (Supply)</li><li>• Admin Aide VI</li><li>• Drivers</li></ul>	<ul style="list-style-type: none"><li>• Provides resources and all other services to support the responders including facilities, transportation, communications, supplies, equipment maintenance, fuel, food services and other medical supplies</li><li>• Manages transport for essential movement</li><li>• Facilitate or locates building for temporary office</li></ul>
<b>Finance and Procurement Team</b>	<ul style="list-style-type: none"><li>• Chief Admin Officer</li><li>• Admin Officer V (Budget)</li><li>• Admin Officer III (Cashier)</li><li>• Accountant III</li></ul>	<ul style="list-style-type: none"><li>• Maintains financial records</li><li>• Coordinates procurement contracts</li><li>• Secures key suppliers during emergency</li></ul>
<b>Medical Team</b>	<ul style="list-style-type: none"><li>• Chief Trade and Industry Development Specialist, IDD</li><li>• Senior Trade Industry Development Specialist, SDD</li><li>• IDD Team</li><li>• Accountant II</li><li>• Safety Officers</li></ul>	<ul style="list-style-type: none"><li>• Prepares list of necessary medical needs and equipment</li><li>• Conducts coordination with nearby hospitals for referrals</li><li>• Serves as Emergency Medical Responder</li><li>• Inventory of trained First Aiders</li></ul>



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<b>Data and Records Recovery Team</b>	<ul style="list-style-type: none"><li>• Trade Industry Development Analyst, MSSD</li><li>• Receiving Officer, MSSD</li><li>• Designated IT Focal Person</li><li>• Admin Officer V (HRMO)</li><li>• Admin Officer III (Records)</li></ul>	<ul style="list-style-type: none"><li>• Prepares and installs IT equipment and peripherals</li><li>• Recovers data from back up storage</li><li>• Provides temporary internet connection</li><li>• Provides backup copy of essential data needed for the continuity of Mission Essential Functions to the PSCP Team</li></ul>
<b>Security and Order Team</b>	Atty. III Security Guards	<ul style="list-style-type: none"><li>• Maintains Security and Order inside and outside the DTI R12</li><li>• Secures DTI R12 assets</li><li>• Maintains order and traffic flows within the surrounding of the DTI R12</li></ul>

See *Annex B.1 Composition of Continuity Core Team*  
*Annex B.2 Structure of Continuity Core Team*  
*Annex B.3 Composition of Incident Response Team*  
*Annex B.4 Structure of Incident Response Team*

### **5.3 Roles and Responsibilities of all DTI Regional Office 12 personnel:**

So as to ensure the continuity of the office's mission-essential functions, the following are the roles and responsibilities of all DTI Regional Office 12 personnel:

- i. Comply with the policies and guidelines set forth under the PSCP to ensure a systematic and immediate response to a disaster or emergency. This includes all DTI R12 Regional Office employees, whether organic or contractual;
- ii. Police own ranks in the compliance to the PSCP. The regulation and enforcement of the PSCP is the responsibility of DTI Regional Office 12 employees, to include both organic and contractual. It should be their duty to ensure compliance with the PSCP.
- iii. Ensure the continual improvement of the PSCP such that it should be reviewed and updated regularly to keep up with the changes in technology, resources, weather, and climate conditions, among others.



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## 6.0. DEFINITION OF TERMS

The following terms are defined conceptually and operationally in this plan:

- a. **Alert** - formal notification that an incident has occurred which might develop into a Business Continuity Management or Crisis Management invocation (Business Continuity Institute (BCI) Glossary 2011)
- b. **Alternate Site** – a location where the organization can relocate following a disaster and/or disrupted event. A back-up or alternate site can be another data center location operated by the organization or contracted via a company that specializes in disaster recovery services
- c. **Assembly Area** – identified and known area where personnel should immediately proceed to in case of a disrupted event or disaster for purposes of accounting and safety
- d. **Call Tree** – a structured cascade process that enables a list of persons, roles, and/ or organization to be contacted as a part of information exchange or plan invocation procedures (BCI Glossary 2011)
- e. **Continual Improvement** – recurring activity to enhance performance (ISO 22300)
- f. **Continuity Core Team** – group of people involved in PSC Planning/ In-charge in the development of the DTI RO 12 Public Service Continuity Policy
- g. **Continuity of Operations** – the capability to continue essential programs and functions and preserve emergency facilities, equipment, and records across a broad range of potential emergencies (Emergency Management Standard 2007)
- h. **Crisis** - Any incident(s), human-caused or natural, that require(s) urgent attention and action to protect life, property, or environment. (ISO 22399:2007)
- i. **Damage Assessment Team (DAT)** - comprised of members who are qualified to assess the damage to the physical assets to determine what can be salvaged, restored, replaced and claimed via insurance. (Business Continuity Management Institute - BCM Institute)



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- j. **Disaster** – an event that interrupts normal business, function, operation, or process, whether anticipated (e.g., hurricane, political unrest) or unanticipated (e.g., blackout, terror attack, technology failure, or earthquake) (BCI glossary 2011)
- k. **Emergency** - An actual or impending situation that may cause injury, loss of life, destruction of property or cause interference, loss or disruption of an organization's normal business operation to such an extent that it poses a threat. (BCI)
- l. **Evacuation Site** – an identified site where DTI Regional Office 12 personnel should proceed after accounting / headcount from the assembly area. This site provides basic sustainability needs such as food, water, and temporary shelter
- m. **Exercise** – an instrument to train for, assess, practice, and improve performance and capabilities in a controlled environment
- n. **Hazard** – A source of potential harm (ISO Guide 73:2009)
- o. **Incident** – an event that has the capacity to lead to loss of or a disruption to an organization's operations, services, or functions - which, if not managed, can escalate into an emergency, crisis, or disaster (BCI Glossary 2011)
- p. **Incident Response Team (IRT)** - DTI12 group that is in charge of ensuring safety and security within its jurisdiction
- q. **Incident Management Team** – a group of individuals responsible for developing and implementing a comprehensive plan for responding to a disruptive incident (BCI Glossary 2011)
- r. **Mission-Essential Functions (MEFs)** – the limited set or organization-level government function that must be continued throughout or resume rapidly after a disruption of normal activities (Federal Emergency Management Agency (FEMA))
- s. **Public Service Continuity** – refers to business continuity for the public sector; the capability of an organization to continue the delivery of products or services at acceptable predefined levels following disruptive incidents (ISO 22300)
- t. **Public Service Continuity Plan (PSCP)**– refers to the business continuity plan for the public sector; includes the documented procedures that guide



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organizations to respond, recover, resume, and restore to a pre-defined level of operation following disruption (ISO 22301)

- u. **Recovery** – the implementation of prioritized actions required to return an organization's processes and support functions to operational stability following an interruption or disaster (FEMA)
- v. **Recovery Time Objectives** – the period following an incident within which: a) product or service must be resumed b) activity must be resumed; or, c) resources must be recovered
- w. **Skeleton (Skeletal) Workforce** – refers to work arrangement where a minimum number of employees is required to man the office to render service when full staffing is not possible (CSC MC 10, s.2020)
- x. **Testing** – refers to the procedure for evaluation; a means of determining the presence, quality, or veracity of something (ISO 22300)
- y. **Work from Home** – refers to an output-oriented work arrangement that authorizes the worker to produce outputs/ results and accomplishments outside of the office (CSC MC 10, s.2020)
- z. **Flexible Work Arrangement** – flexibility in the scheduling of hours worked, such as alternative work schedules, e.g., flex time and compressed workweeks (CSC MC 06, s. 2022)

## 7.0. ASSUMPTIONS

This defines the context upon which the plan is based or constrained. This considers the availability of resources such as people, technology/ equipment, facilities, and supply chain.



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**7.1 An incident command system within the organization has been established.**

**7.2 Total Personnel strength is shown as follows:**

*Table 3. DTI RO 12 Personnel Complement*

Division	Permanent	JO/COS/Outsourced	SUB-TOTAL
MSSD	11	1	12
AFMD	11	13	24
CPD	4	1	5
IDD	4	1	5
SDD	7	5	12
COA Auditors	2	2	4
<b>Total</b>	<b>39</b>	<b>22</b>	<b>62</b>

*As of November 23, 2023*

The DTI Regional Office 12 also provides office facilities for the Resident COA Auditor and his team. The said office is located at the 2<sup>nd</sup> floor of the DTI Regional Office 12 Building, Barangay Carpenter Hill, Koronadal City.

**7.3 DTI 12 Trained Personnel**

DTI 12 capacitates its personnel thru attendance to the following PSCP related trainings: Introductory Course on DRRM, Public Service Continuity Planning, Emergency Operations Center, Exercise Design Course, Basic Incident Command System, Rapid Damage Assessment and Needs Analysis, Occupational Safety and Health (Safety Officer I), BOSH Safety Officer II for Public Sector, Gender and Development (GAD), Security Awareness, Occupational First-aid and Basic Life Support with Automated External Defibrillator, and other DRRM and non-DRRM related courses as well as Administrative and Financial Management Systems Training. These are listed in Annex C.

**7.4 Building Evacuation Plan**

The DTI 12 has existing exit routes in the office building. It is mandatory to present the Building Evacuation Plan during meetings, training/seminars conducted in the DTI 12 Conference room for the guest participants to be aware of these exit routes. These routes shall be free from obstructions at all times.



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### **7.5 Assembly Area**

The assembly area of DTI Regional Office 12 personnel upon evacuation from the office building shall be as follows:

- i. Primary: Exit points (as indicated in the DTI Building Evacuation Plan)
- ii. Alternate: Main Façade of the Prime Regional Government Center, Barangay Carpenter Hill, City of Koronadal

### **7.6 Evacuation Site**

The evacuation site of DTI R12 after headcount from the assembly area shall be the Barangay Hall, Carpenter Hill Multi-Purpose Gymnasium, City of Koronadal.

*(See Annex D- Evacuation Plan, Assembly Area - Travel Directions and Maps)*

### **7.7 Critical Resources**

Below are the critical resources that have been established by the office which are supportive of the plan:

- i. Fire extinguishers are strategically located in the DTI 12 building (add: fire ex chemical shall be replaced and not expired);
- ii. First aid kits and other clinic supplies, and equipment are available at the DTI Regional Office 12 clinic;
- iii. Hand-held radio transmitters are available for use in case internet and mobile phone signals are interrupted; and,
- iv. There are five (5) available service vehicles for mobility/ transportation needs. It is mandatory for assigned drivers to ensure that vehicles' tanks are full upon return to office from official travels.

### **7.8 The DTI 12 Building will be either partially or completely damaged or inaccessible. The Damage Assessment Team shall initially check on the building and facilities to determine the extent of damage.**



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Upon the recommendation of the DAT, a third party inspector (building engineer/LGU building official) shall be commissioned to assess the integrity of the office building within the week of the disaster. In the event that the building is inaccessible or damaged, the Work-From-Home scheme will be implemented to ensure the safety of personnel.

**7.9 Alternate facilities are identified and available for use after a disaster.**

**7.10 Critical resources and lifeline services (e.g., telecommunications, water, electricity/ power) are not available within 12-24 hours.**

Given that planning assumptions can change over time, a regular review of the assumptions in the PSCP should be indicated to maintain its relevance and applicability.

## **8.0. MISSION-ESSENTIAL FUNCTIONS AND RECOVERY TIME OBJECTIVES**

Outlined below are the mission-essential functions that the DTI 12 aims to continue or resume rapidly after a disruption of normal activities, as well as those which do not fall under the agency's mission-essential functions but are part of DTI's functions and services:

### **8.1 Function Categorization Table**

- i. Mission-Essential (Quadrant 1): Important functions or activities which DTI Regional Office 12 needs to conduct and cannot be deferred during an emergency/ disaster.
- ii. Non-Mission Essential (Quadrant 3): Essential supporting activities. Functions or activities that are not major but crucial to support the performance of Mission-Essential Functions.
- iii. Mission-Non-Essential (Quadrant 2): Core activities of DTI Regional Office 12 but can be deferred temporarily during an emergency.
- iv. Non-Mission Non-Essential (Quadrant 4): Supporting activities that can be deferred temporarily during an emergency.

***Table 4. Function Categorization Table***

	<b>ESSENTIAL</b>	<b>NON-ESSENTIAL</b>
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<b>MISSION</b>	Conduct of Price Monitoring on Basic Necessities and Prime Commodities	Issuance of Permits and Licenses
	Conduct of Monitoring and Enforcement of Product Standards	Conduct of relevant training for MSMEs
	Complaints Handling	Provision of Trade and Industry Information
	Conduct of Diskwento Caravan	Business Name Registration
	Consumer Advisory	Organizing Trade Fair
		BMBE Registration
		Investment Promotion
		Enhanced LGU Competitiveness
		Industry Cluster Enhancement (ICE)
<b>NON-MISSION</b>	Optimum utilization and disbursement of budget and finances/ Secure regular budget allocation	
	Livelihood Assistance	

## 8.2 Risk Analysis

The following are the Risk Assessment and Impact Analysis that have been identified in cases of disruption, disaster, emergency, or any related incident that interrupts the function, operation, process, or service delivery of the DTI 12.

### i. Risk Assessment

To create awareness of the risk and hazard in DTI 12, a risk assessment was made, and this was evaluated on how likely and severe the risk is. Also, control measures were determined to know what is and should be in place to effectively eliminate or control the harm from happening, and to create a safer and healthier workplace. (See Annex E)

#### i. Impact Analysis

- ii. The DTI 12 identifies the operational, reputational, and regulatory impacts resulting from the disruption of Mission-Essential Functions. (see Annex F)

## 8.3 Recovery Time Objective

Outlined below are the mission-essential functions of DTI 12 and the allowable time frame upon which these functions and services, activity, or resources, should be resumed following an incident.



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**Table 5. Recovery Time Objective**

Mission-Essential Function	0-12 hours	12-24 hours	24-48 hours	48-72 hours	72 hours and beyond
Consumer Information Dissemination					
Complaints Handling					
Conduct of Price Monitoring on Basic Necessities and Prime Commodities					
Conduct of Monitoring and Enforcement of Product Standards					
Conduct of Diskwento Caravan					

## 9.0. ACTIVATION CRITERIA, PROCEDURES, AND AUTHORITY

This section contains the triggers to activate the Public Service Continuity Plan (PSCP) that will guide the head of the agency in their decisions. It also lays down the specific procedures that the agency will undertake before and during the activation. The Public Service Continuity Plan (PSCP) shall be activated when normal government practices, systems, and processes are unable to adequately manage a service-related disruption. In addition, it shall clearly identify who has the responsibility to activate the plan.

### 1. Activation Criteria

The PSCP shall be activated based on the following considerations which include:

- How long the emergency situation is projected to continue;
  - Severity of the event; and
  - Staff/ personnel availability.
- i. Disruption in the Mission-Essential Functions;
  - ii. The Damage Assessment Team (DAT) shall conduct an initial assessment to the DTI Regional Office 12 building and make necessary further actions should a third-party inspector be needed;
  - iii. Upon the recommendation of the Damage Assessment Team of the agency or the local government unit of Koronadal; and
  - iv. Declaration of State of Calamity



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## 2. Timeline of Activation

Activation of the DTI 12 PSCP shall be recommended by the Head of Agency/ Regional Director, immediately or within the first hour after the occurrence of the disruptive event (disaster or emergency). This decision is supported by recommendations from the organization's Incident Response Team (IRT) and Continuity Core Team (CCT).

In case the disruptive event is an on-set disaster such as an earthquake intensity six (6) or higher, fire, bombing, or any incidents with a similar degree of possible impacts, the PSCP shall be automatically and immediately activated.

## 3. Delegation of Authority

The following personnel shall be responsible for the activation of the PSCP in the event of a disaster or emergency:

**Table 6. Delegation of Authority**

MISSION ESSENTIAL FUNCTIONS	Designated Responsible Personnel	Alternate 1	Alternate 2	Alternate 3
Consumer Information Dissemination	Consumer Protection Division Chief	Senior Technical Staff in CPD-Consumer Education and Advocacy Unit Head	Nearest assigned Provincial Director	CPD Head of the nearest Provincial Office
Complaints Handling	Consumer Protection Division Chief	Senior Technical Staff in CPD- Consumer Protection Unit Head	Nearest assigned Provincial Director	CPD Head of the nearest Provincial Office
Conduct of Price Monitoring on Basic Necessities and Prime Commodities	Consumer Protection Division Chief	Senior Technical Staff in CPD- Consumer Protection Unit Head	Nearest assigned Provincial Director	CPD Head of the nearest Provincial Office
Conduct of Monitoring and Enforcement of Product Standards	Consumer Protection Division Chief	Senior Technical Staff in CPD- Consumer Protection Unit Head	Nearest assigned Provincial Director	CPD Head of the nearest Provincial Office
Conduct of Diskwento Caravan	Consumer Protection Division Chief	Senior Technical Staff in CPD- Consumer Education and Advocacy Unit Head	Nearest assigned Provincial Director	CPD Head of the nearest Provincial Office



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## 10.0. CONTINUITY STRATEGY

When a disruptive event or disaster occurs, and upon the declaration of the Head of Agency of the activation of the DTI R12 PSCP, the following general procedures shall be observed:

1. First and foremost, ensure the safety of personnel. If a disruptive event or disaster occurs during a regular working day, the personnel should evacuate the building and proceed to the assembly area for headcount/ accounting. All personnel requiring special assistance, i.e., Senior Citizens, Persons with Disabilities and Pregnant Women shall be provided with utmost priority.
2. On the other hand, if a disruptive event or disaster occurs outside the core working hours, the Call Tree is activated as follows:
  - i. The up-line authority shall send text messages to his/her subordinates immediately;
  - ii. If no response is received after ten (10) minutes, the up-line authority shall directly call the personnel; and,
  - iii. If no response is received after three (3) rings, the up-line authority shall report the status to the higher authority until the same reaches the Head of Agency. The same information shall be provided to the Incident Response Team.
3. All non-essential activities shall be automatically suspended.
4. The IRT shall proceed to the site and render immediate assistance. Upon determination of the IRT and approval of the Head of Agency, the DTI R12 PSCP is activated. Thereafter, the alternate site shall be established. IRT service and support team protocols shall be adopted.
5. All DTI 12 officials and personnel based in the Regional Office, especially the critical personnel, shall be required to report to the alternate site to perform the Mission Essential Functions.
6. Non-critical personnel with personal emergencies (relating to safety of family members or property) shall be instructed to go home and to wait for further notifications or a call for augmentation to the alternate site. If the situation does not warrant personnel to go back to their respective homes, they will be transported/ transferred to the evacuation site for temporary shelter. The shelter



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shall be arranged in such a way that it is gender-sensitive to protect the privacy of each individual. In the event of a major disaster, DTI 12 on-duty personnel shall also prioritize the safety of immediate family members of severely affected DTI 12 personnel.

7. The IRT shall work hand in hand with the DTI 12 Management and the Operation Team for the continuity of operations during the PSCP activation. Alongside, the IRT shall also determine and recommend to the Head of Agency/ Regional Director or his/her successor the deactivation of the DTI 12 PSCP.

#### **Succession Leadership**

In the event that the DTI 12 leadership is affected, such that the Head of Agency is among the casualties and neither his/her location nor current status can be ascertained, and upon activation of the Call Tree, the succession of leadership shall be as follows:

*See Annex G—Continuity Strategies/ Resource Requirements for the Identified MEFs*

## **11.0. RESOURCE REQUIREMENT**

Below are the general resource requirements:

**Table 7. General Resource Requirements**

	<b>General Resource Requirement</b>
Employees/ People	<ul style="list-style-type: none"><li>• All employees to be provided with the appropriate Personal Protective Equipment (PPEs), if needed;</li><li>• For DTI RO 12 personnel to use office-issued equipment/ devices while working offsite;</li><li>• Work-from-Home (WFH) personnel shall be provided with the data connection devices and/or communication allowance, in the absence of an office-issued device;</li><li>• Flexible Working Hours for pregnant women, lactating mothers, with comorbidities, and mobility concerns.</li><li>• For extreme cases, shuttle service shall be provided to employees who are required to report to the DTI RO 12 Office;</li><li>• Personnel must immediately report lost or stolen devices to IT and/or Security;</li><li>• Other health and safety requirements; and,</li><li>• Mobilize resources of the nearest provinces.</li></ul>



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Vital Records	<ul style="list-style-type: none"><li>• Paper-based business records and files must always be secured and managed according to DTI's retention policies and applicable legal requirements;</li><li>• Prioritization of records (color coding) must be followed;</li><li>• Access to online systems and files (only authorized personnel) to be ensured;</li><li>• Database with updated list of all retail outlets, distributors, and manufacturers within the region and nearby regions including all information as to contact details and addresses where supplies can be obtained must be prepared;</li><li>• Database which includes areas prone to disaster and identification of critical roads and bridges that could affect the flow of goods to a city/ town including alternative routes or sources of supply must also be made readily available;</li><li>• Look out for/ Be vigilant of news on impending calamity on TV/ radio; and</li><li>• AFMD shall keep a record on the personnel who are pregnant, with disabilities, with co-morbidity, and others who need special assistance.</li><li>• AFMD shall ensure gender-sensitive and responsive provisions for personal well-being.</li></ul>
Voice and data communications	<ul style="list-style-type: none"><li>• Conversations and phone calls involving sensitive information and data must be held in private locations;</li><li>• The DTI Management shall provide data connection to personnel who will be assigned on WFH mechanisms; and</li><li>• Ensure that vital communications equipment are put in place for the DTI Health Emergency Hotline.</li></ul>
Logistics	<ul style="list-style-type: none"><li>• Mobilize the resources of the nearest DTI Provincial Office.</li></ul>
Key contacts/ suppliers	<ul style="list-style-type: none"><li>• Prepare Directory of key contact/suppliers;</li><li>• Identify and make arrangement with other provincial government agencies or private facilities/ warehouses where basic necessities and prime commodities can be stored when needed; and</li><li>• Contact private haulers of goods using other modes of transportation.</li></ul>
Storage requirements	<ul style="list-style-type: none"><li>• Hard copies of business records and files should be stored in weatherproof and fireproof cabinets or storage boxes/containers. These should also be scanned and stored in cloud storage platforms with restricted access to authorized personnel to ensure accessibility despite working in remote locations; and</li><li>• Data should be stored in official laptops and/or computers of personnel. As such, these data should be uploaded regularly in the official cloud storage platform to secure a backup in case the hardware will be stolen or damaged due to disasters or emergencies.</li></ul>
Equipment requirements	<p><b>Infection Control Supplies</b></p> <p>The following infection control supplies shall be regularly available in strategic places:</p>



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- Antibacterial Soap/Liquid within bathrooms;
- Antibacterial Soap/Liquid within kitchen areas;
- Hand sanitizers/alcohol in common areas;
- Paper towels and/or bathroom tissues;
- Foot bath; and
- Others, as deemed necessary.

**Personal Protective Equipment (PPE)**

The following PPEs shall be regularly available:

- Face mask/ surgical face mask;
- Nitrile gloves;
- Working gloves;
- Hard hats; and
- Full-body PPEs (head cap, surgical mask (150 GSM), safety goggles, face shield, nitrile gloves, full-body cover (95 GSM), full-size shoe cover, sanitizer pouch bag, and waste bag), as deemed necessary.

**Medical Supplies and Equipment**

Regular medical supplies and equipment shall be made available in the clinic, such as, but not limited to:

- Rapid Testing Kits;
- Medicines;
- Medical devices (sphygmomanometer, nebulizer, thermometer, stethoscope, pulse oximeter); and
- Others, as deemed necessary

**Office and ICT Equipment**

The following office and ICT equipment shall be regularly available:

- Desktop computer/ laptop and its peripherals; and,
- Cloud Storage/ SharePoint

**Others**

The following facilities shall be regularly available inside the office:

- Wheelchair;
- Adjustable Crutches;
- Medical-grade oxygen;
- Hospital bed;
- Medical examination table; and
- Fire Extinguisher;

Provision of procurement process (budgeting and acquisition)

- Funds; and,
- Procurement of resources related to the Public Service Continuity Plan (PSCP) shall follow the Government Procurement Policy Board (GPPB) Resolution 03-2020 and subject to the usual accounting and auditing rules and procedures.

Provision of relief assistance to personnel

- PPEs;
- Health/psychosocial interventions;
- Transportation;



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- Personnel lodging/quarters, if necessary;
- Defrayment of costs incurred during WFH;
- Full administrative and logistical support to probable, suspected, and confirmed cases;
- Monetary and in-kind forms of incentives;
- Program for health and fitness;
- Availability of any financial support through loans and aid to the personnel;
- Food and water, and subsistence support;
- Continuous training and education on health and safety protocol; and,
- Mobilization of resources by the nearest region and/or province to alternatively mobilize its resources to respond, if the DTI RO 12 is incapable of responding because the resources were affected by the disaster.

## **12.0. COMMUNICATION PROCEDURE**

The PSCP communication procedure of DTI 12 is outlined below:

a. Activation of PSCP

The DTI 12 PSCP may be activated in the following:

- i. The Head of Agency is responsible for the declaration of a continuity event which signals the activation of the PSCP. This decision is supported by recommendations from the organization's Continuity Core Team (CCT).
- ii. Damage or inaccessibility of the DTI 12 building

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**Figure 1. Activation of PSCP**



**b. Deactivation of PSCP**

- i. The Incident Response Team shall work hand in hand for the continuity of operations during PSCP activation. Alongside, the IRT Chairperson/ Division Chiefs shall also determine and recommend to the Head of Office/Regional Director or his/her successor the deactivation of the DTI R12 PSCP.

**Figure 2. Deactivation of PSCP**



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c. Accounting of Personnel (Call Tree)

The DTI R12 shall ensure that all necessary and required communications and ICT capabilities must be operational as soon as possible following PSCP activation or within 12 hours of PSCP activation. The DTI R12 call tree shall be activated to account personnel and at the same time know the personnel status. Moreover, every DTI 12 personnel shall be able to receive the message, and pass on the message to another, until finally all DTI 12 personnel have received the message.

(See Annex I- DTI RO 12 Call Tree)

**Figure 3. Deactivation of PSCP**



d. Cascading of Information and/or Notification

The Head of Office/ DTI 12 Regional Director personally passes the information down to the Division Chiefs, who shall then forward the information to their respective team/ division members. This is to pass on information in an accurate and timely manner.

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**Figure 4. Cascading of Information and/or Notification**



### **13.0. EXERCISE, TESTING, AND MAINTENANCE**

To test the effectiveness of the DTI 12 PSCP, the following activities shall be undertaken to ensure continuous awareness and capability-building of DTI RO 12 personnel.

*(See Annex H- Exercise and Testing Plan)*

### **14.0 REFERENCES**

Business Continuity Institute Glossary 2011

Civil Service Commission (CSC) Memorandum Circular No. 10, Series of 2020. *Revised Interim Guidelines for Alternative Work Arrangements and Support Mechanisms for Workers in the Government during the Period of State of National Emergency due to COVID-19 Pandemic*

*Emergency Management Standard 2007*



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Government Procurement Policy Board (GPPB) Resolution 03-2020. *Approving the Adoption of Efficient, Effective and Expedient Procurement Procedures during a State of Public Health Emergency.*

International Organization for Standardization (ISO) Guide 73:2009. *Risk Management-Vocabulary*

ISO 22399:2007 – Societal Security - Guideline for Incident Preparedness and Operational Continuity Management) - clause 3.3)

National Disaster Risk Reduction and Management Council Memorandum No.33 dated 10 April 2018. Public Service Continuity Plan (PSCP) Template for Government Agencies

Office of the President of the Philippines Cabinet Action/ Decision File No. 381-120517-34 and the 4<sup>th</sup> Meeting of the Cabinet on Climate Change Adaptation, Mitigation on Disaster Risk Reduction, requiring all government agencies to have their respective Public Service Continuity Plans (PSCPs)

Republic Act 10121 otherwise known as The Philippine Disaster Risk Reduction and Management Act of 2010



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**APPROVAL AND MONITORING**

Prepared by:

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Continuity Team and Working Group Representative/

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Chief Trade Industry Development Specialist, SME Development Division

**MA. THERESA T. CHUA**

Continuity Working Group Member

Chief Trade Industry Development Specialist, Industry Development Division

Noted and endorsed by:

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Continuity Manager

Chief Administrative Officer, Administrative, Financial and Management Division

Approved by:

**FLORA D. POLITUD-GABUNALES, CESO V**

R12 Head of Agency/

Regional Director

## Annex A. DTI Regional Office 12 Organizational Structure



### DTI-12 ORGANIZATIONAL STRUCTURE (REGIONAL OFFICE)

**Total Warm Bodies: 62  
as of December 4, 2023**

#### SME DEVELOPMENT DIVISION (12) (Chief TIDS)

1. Robert A. Orfrecio ,Chief TIDS
2. Marvin V. Genita, Supervising TIDS
3. Angelito B. Villar, STIDS
4. Jovelyn P. Juanico, STIDS
5. Rhenell B. Bautista, TIDS
6. Xylene Joyce D. Dagum, TIDA NC
7. Elliza C. Manalo, Senior TIDS CARP
8. Adrian Clave R. Lariba, Regional Project Coordinator
9. Alejandro M. De Pedro, Jr., Marketing Coordinator
10. Fevie Joy Diones , Monitoring &Evaluation Coordinator
11. Sammy L. Tabanao, Jr., Regional Innovation Technical Asst.
12. Grace P. Suhayon, PPG Staff

#### CONSUMER PROTECTION DIVISION (5) (Chief TIDS)

1. Epifania L. Ealdama, OIC Chief TIDS
2. Waren Jay B. Nantes, STIDS
3. Elyka Marisse O. Agan, STIDS
4. John Kenneth C. David, TIDS
5. Mary Joy L. Pajel, Price Monitoring

#### INDUSTRY DEVELOPMENT DIVISION (5) (Chief TIDS)

1. Ma. Therese T. Chua, Chief TIDS
2. Dagny Athena A. Martinizar, STIDS
3. Imelda T. Salvador, STIDS
4. Ma. Cristine B. Vilbar, TIDA
5. Kate Izzy S. Ortiz., CFIDP

#### MANAGEMENT SUPPORT SERVICES DIVISION

1. Elaine Nita L. Ferolino, OIC Chief TIDS
2. John Farid K. Macaludos, Attorney III
3. Naye Joy A. Lubaton, Administrative Officer V (MAA)
4. Aiza Marie P. Bercades, Planning Officer III
5. Joven S. Quiriones, Information Officer III
6. Jessa Marie O. Amaga, Admin. Officer III (Records)
7. Marlon Andrew B. Boston, TIDA
8. Ma. Ada N. Alburo, Administrative Assistant III (CTO)
9. Noel P. Villareal, Administrative Aide IV (CTO)
10. William A. Maglana, Outsourced

#### ADMINISTRATIVE, FINANCIAL & MNGT. DIVISION (Chief Administrative Officer ) 24

1. Hazel E. Hautea, Chief Administrative Officer
2. Neil Anthony T. Morala, Accountant III
3. Ma. Ellen T. Escalona, Administrative Officer V (HRMO)
4. Connie M. Barnachea, Administrative Officer V (Budget)
5. Charley Jay M. Sucgang, Accountant II
6. Mildred T. Sucol, Administrative Officer III (Cashier)
7. Sarah Jane T. Toledo, Administrative Officer III (Supply)
8. Noemi R. Gayosa, Administrative Aide VI
9. Jinnard B. Lubaton, Administrative Aide VI
10. Arnel E. Layda, Messenger /Driver
11. Butuan A. Ali, Utility Worker
12. Alyeena Nissi A. Canillo, Financial Management Assistant
13. Rica Mae L. Lubaton, Administrative Assistant
14. Delbar P. Baluya, Driver
15. Irish O. Gabac, Encoder
16. Ernest John B. Funtilon, Encoder
17. Mariel B. Dela Pena, Clerk Aide I
18. Ramil B. Goloran, Driver III
19. Rosario B. Cabarrubias, Encoder
20. Edwin E. Elosis, Utility I
21. Anabel P. Maramba, Utility I
22. Reynaldo C. Canosa, Jr., Security Guard
23. Mamatawan Laguialam, Security Guard
24. King Paul Einstein Villanueva, Security Guard

Division	Permanent/ Contractual	Job Order/ COS	TOTAL
MSSD	11	1	12
AFMD	11	13	24
SDD	7	5	12
CPD	4	1	5
IDD	4	1	5
COA	2	2	4

#### COMMISSION ON AUDIT - 4

1. Bolkia S. Tendegaranao, State Auditor II
2. Thessa Jade Salarda, State Auditor II
3. Mary Joy M. Diaz , Clerk Aide I
4. Jennifer M. Depano, Clerk Aide IV

## Annex B.1 Composition of the Continuity Core Team

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MEMO Ref. #:
<b>RMO107</b>
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August 16, 2023

### Regional Memo Order No.107

Series of 2023

#### SUBJECT: RECONSTITUTION OF THE CONTINUITY CORE TEAM (CCT) TO DEVELOP THE DTI XII REGIONAL OFFICE PUBLIC SERVICE CONTINUITY PLAN (PSCP)

In the interest of the service and in pursuant to the Civil Service Commission Memorandum Circular No. 02, series of 2021 and National Disaster Risk Reduction and Management Council Memorandum No. 33, series of 2018, **Public Service Continuity Plan** shall be developed to ensure that the mission essential functions/services of this office are continued throughout or resumed rapidly at acceptable predefined levels after a disruption of normal activities caused by the concurrence of a disaster or an emergency situation.

For this purpose, the DTI XII Regional Office Continuity Core Team (CCT) is hereby reconstituted, to be composed of representatives from all Services, as follows:

Designation	Office / Service	Name / Position
<b>Head of Agency</b>	Management Support Services Division	<b>Flora D. Politud-Gabunales, CESO V</b> Regional Director
<b>Senior Leader</b>	Office of the Asst. Regional Director	<b>Rictoniel T. Reginio</b> OIC-Asst. Regional Director
<b>Continuity Manager</b>	Administrative, Financial and Management Division	<b>Hazel E. Hautea</b> Chief Administrative Officer
<b>Continuity Coordinating Team Leader</b>	Consumer Protection Division	<b>Epifania L. Ealdama</b> SupTIDS/OIC-Chief Trade Industry Development Specialist
<b>Continuity Coordinating Team Members</b>	Administrative, Financial and Management Division	<b>Mildred T. Sucol</b> Administrative Officer III
	Management Support Services Division	<b>Jessa Marie O. Amaga</b> Administrative Officer III
	Consumer Protection Division	<b>Elyka Marisse O. Agan</b> Senior Trade Industry Development Specialist
	SME Development Division	<b>Rhenell B. Bautista</b> Trade Industry Development Specialist
	Industry Development Division	<b>Ma. Cristine B. Vilbar</b> Trade Industry Development Analyst
<b>Continuity Planning Team / Continuity Working Group</b>	Management Support Services Division	<b>Elaine Nita L. Ferolino</b> SupTIDS/ OIC-MSSD
	Management Support Services Division / Management Audit Analyst	<b>Naye Joy A. Lubaton</b> Administrative Officer V
	Management Support Services Division / Planning	<b>Aiza Marie P. Bercades</b> Planning Officer <i>"Kilos Abante, Rehiyon Dose"</i>

REGION 12 (SOCCSKSARGEN)

	Administrative, Financial and Management Division / Information and Communication Technologies	<b>Jinnard B. Lubaton</b> Admin Aide VI
	Administrative, Financial and Management Division/ Human Resource	<b>Ma. Ellen T. Escalona</b> Administrative Officer V
	Administrative, Financial and Management Division/ Budget	<b>Connie M. Barnachea</b> Administrative Officer V
	Administrative, Financial and Management Division/ Supply	<b>Sarah Jane T. Toledo</b> Administrative Officer III
	Consumer Protection Division	<b>John Kenneth C. David</b> Trade Industry Development Specialist
	Industry Development Division	<b>Ma. Theresa T. Chua</b> Chief Trade Industry Development Specialist
	SME Development Division	<b>Robert A. Orfrecio</b> Chief Trade Industry Development Specialist

**The duties and responsibilities of the CCT are as follows:**

**Head of Agency**

- Responsible for the continuation of essential services during an emergency;
- Ensures appointment of key continuity personnel and the development of a program budget for adequate facilities, equipment and training;
- Ensures development of strategic continuity vision and overarching policy
- Approves the final plans and policies developed by the Continuity Planning Team / Working Group; and
- Responsible for ensuring that continuity programs are appropriately resourced.

**Senior Leadership**

- Endorses to the Head of the Agency all required continuity plans and program
- Notifies appropriate offices and organization upon execution of continuity plans
- Supports the work of the Continuity Coordinator for the agency including the provision of the necessary budget and other resources to support the continuity program

**Continuity Manager**

- Coordinates the overall activities of the Continuity Planning Team; and
- Provides an annual summary of planning activities to the Appointed Officials and Organization Heads.

**Continuity Coordinator Team Leader**

- Leads the development and maintenance of the Agency's Public Service Continuity Plan, and submit funding requirements to the Head of the Agency through the Senior Official

- Establishes a Multi-Year Strategy and Program Management Plan designed to achieve continuity objectives
- Provides the heads/officials of the agency with the annual summary of planning activities
- Develops and administers a continuity program budget and submits funding requirements to the agency head
- Serves as an advocate for the continuity plan and program

**Continuity Coordinator Members**

- Prepare requirements and coordinate with concerned officials/personnel/offices regarding the conduct of PSCP meetings and other activities
- Documents proceedings of the meetings, workshops, simulation exercises and other activities
- Consolidates inputs to the PSCP
- Takes charge of the reproduction and distribution of the PSCP and other materials

**Continuity Planning Team/ Working Group**

- Participate in meetings, workshops and other relevant activities relative to the development of the PSCP
- Gather all relevant references
- Write the contents of the PSCP
- Assimilate comments, inputs and recommendations gathered during meetings, workshops and simulation exercises to improve the PSCP
- Provide overall continuity coordination for the agency
- Coordinate continuity exercises, document post-exercise lessons learned and conduct periodic evaluation of organizational continuity capabilities
- Perform other tasks and functions as may be needed

This designation does not entitle the above-mentioned personnel of any additional remuneration.

All Regional Memo Orders inconsistent herewith are hereby revoked.

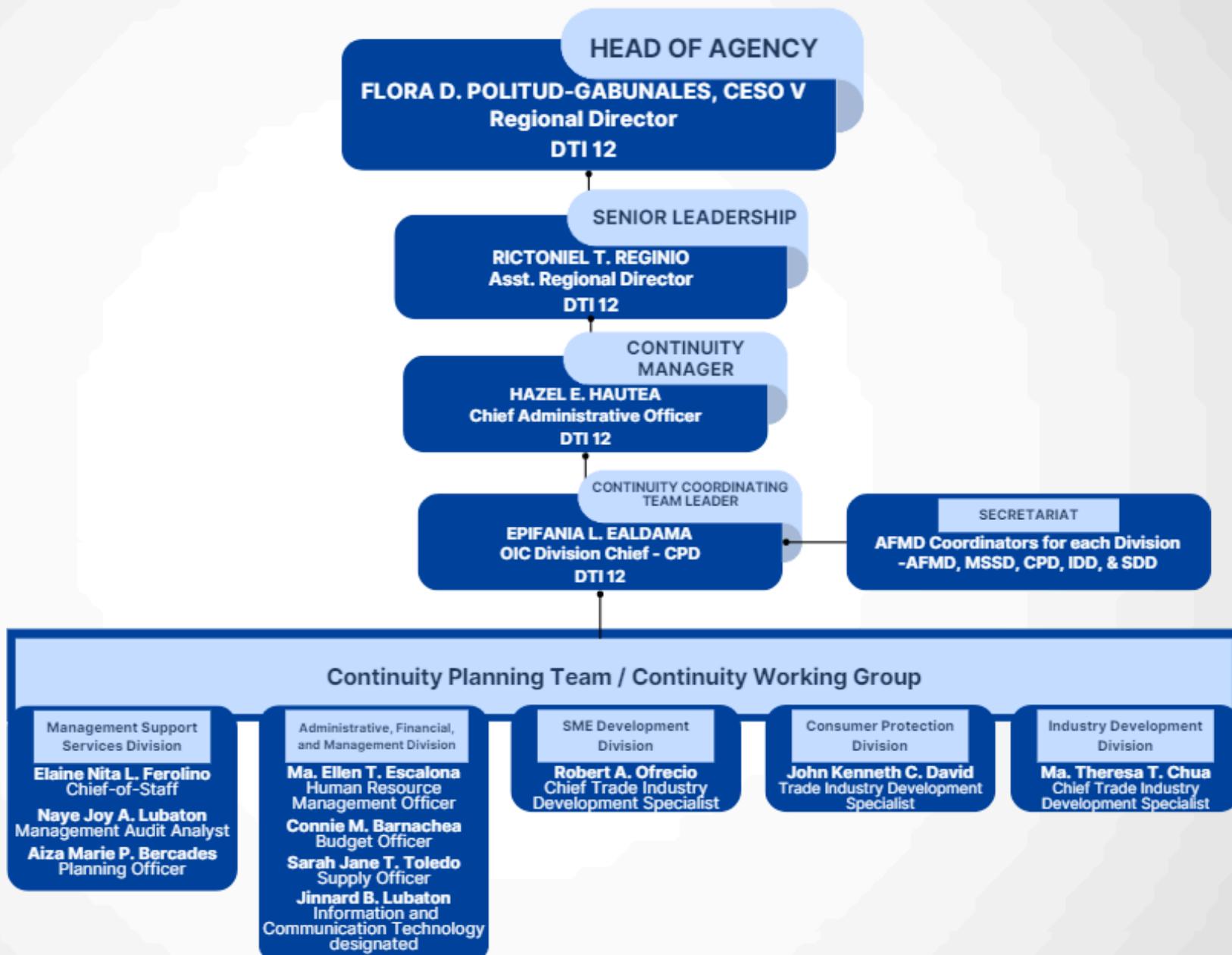
This Order shall take effect immediately and shall remain in full force and effect

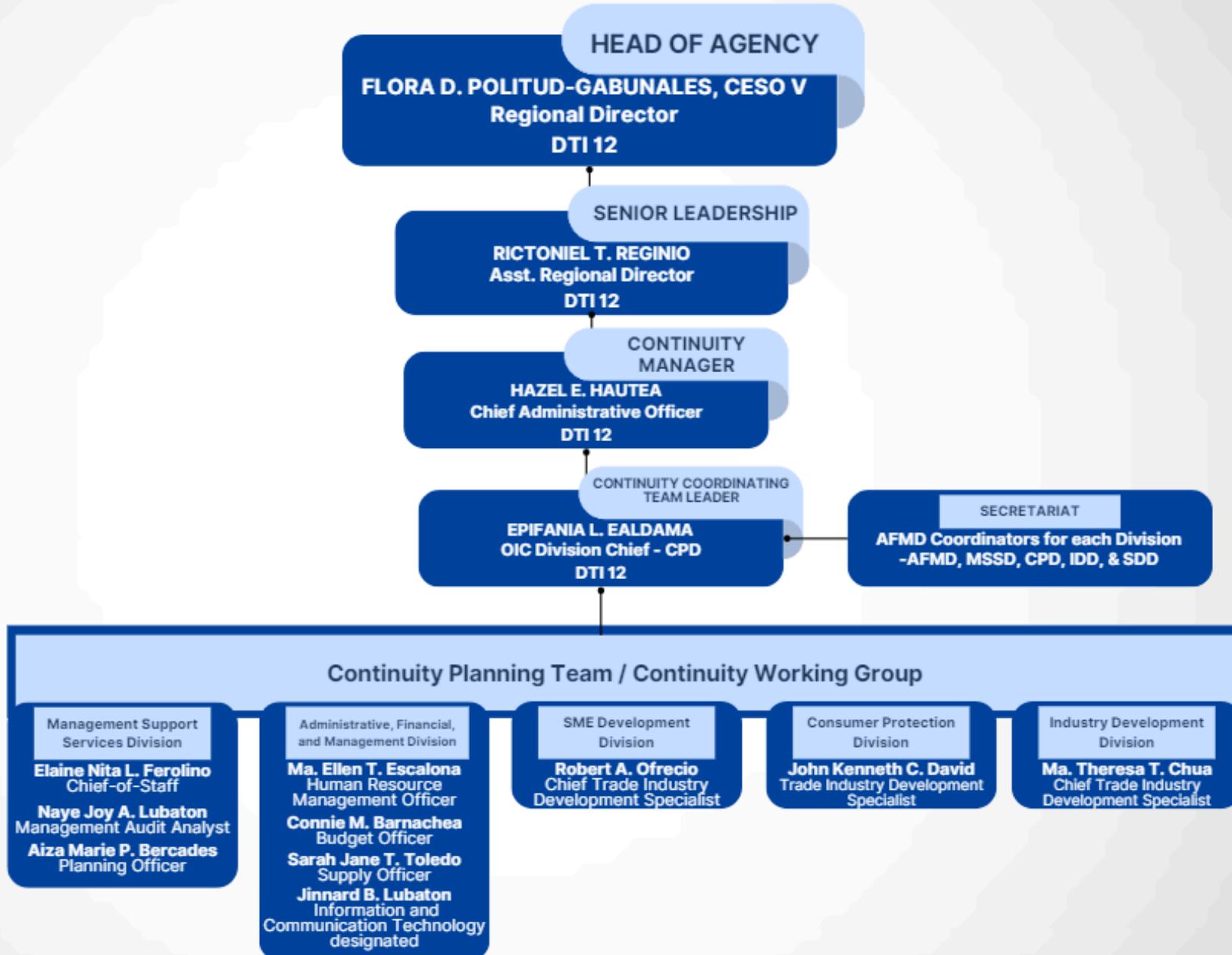
For strict compliance.

  
**FLORA D. POLITUD-GABUNALES, CESO V**  
 Regional Director, DTI XII

Cc: All Staff

## Annex B.2 Structure of the Continuity Core Team





## Annex B.3 Composition of the Incident Response Team



Office Code: CPD
MEMO Ref. #:
<b>RMO148</b>
Page Number:
<b>DTI12-ORD</b>
<b>Page 1 of 3</b>

December 04, 2023

### Regional Memo Order No. 148 Series of 2023

#### **SUBJECT: ESTABLISHMENT OF INCIDENT RESPONSE TEAM (IRT) OF DTI XII**

In the interest of the service and to proactively address and mitigate any hazards and risks, an Incident Response Team (IRT) is hereby established. The IRT will comprise representatives from all divisions, as outlined below:

Designation	Officer-in-Charge	Responsibility
Incident response Commander	<b>Flora P. Gabunales</b> Head of office/ Regional Director	<ul style="list-style-type: none"><li>• Sets incident objectives</li><li>• Leads the tactical incident response</li><li>• Assess the situation</li><li>• Establishes the response priorities</li><li>• Ensures that adequate safety measures are in place</li><li>• Coordinates with key people and officials</li><li>• Authorizes release of information to the media</li></ul>
Incident Response Assistance Commander	<b>Rictoniel T. Reginio</b> Asst. Regional Director	<ul style="list-style-type: none"><li>• Performs duties of the Incident Response Commander in the latter's absence</li><li>• Focal person for information dissemination</li><li>• Ensures planning meetings are scheduled as required</li></ul>
Incident Management Team Commander	<b>Elaine Nita L. Ferolino</b> Chief of Staff/ OIC-Division Chief, MSSD	<ul style="list-style-type: none"><li>• Works closely with Operations, Planning and Logistics Section Chiefs and Incident Response Team</li><li>• Anticipates, detects and corrects unsafe situations</li><li>• Conducts risk and damage assessment and submits report to the Incident Response Commander</li><li>• Has emergency authority to stop unsafe operations</li></ul>
Operation Team Commander	<b>Robert A. Orfrecio</b> Chief Trade Industry Development Specialist, SDD	<ul style="list-style-type: none"><li>• Directs execution of all tactical operations</li><li>• Acts as incident first responder</li><li>• Ensures evacuation of all employees and tenants</li></ul>
Communication Team	<ul style="list-style-type: none"><li>• <b>Joven S. Quiriones</b> Information Officer III Public Information Officer</li><li>• <b>Ma. Ada N. Alburu</b> Administrative Assistant III Call Tree Operator</li></ul>	<ul style="list-style-type: none"><li>• Serve as contact point for agency representatives</li><li>• Provides briefing and to answer questions from supporting organizations</li><li>• Serve as focal person for information dissemination</li><li>• Work closely with the media</li></ul>
Planning and Recovery Team	<b>Aiza Marie P. Bercades</b> Planning Officer III <b>Naye Joy A. Lubaton</b> Admin Officer V (MAA) <b>Jovelyn P. Juanico</b>	<ul style="list-style-type: none"><li>• Collect and processes information</li><li>• Develop incident action plan for the recovery of the DTI 12 and its services</li><li>• Maintain situation and resource status</li><li>• Maintain documentation</li></ul>

**REGION 12 (SOCCSKSARGEN)**

Certified ISO 9001:2015

	Senior Trade Industry Development Specialist, SDD	
<b>Damage Assessment Team (DAT)</b>	<ul style="list-style-type: none"> <li><b>Marvin V. Genita</b> Supervising Trade Industry Development Specialist - SDD</li> <li><b>Elyka Marisse O. Agan,</b> <b>John Kenneth C. David,</b> <b>Sarah Jane T. Toledo</b> Safety Officers</li> <li><b>Reynaldo C. Canoza, Jr.</b> <b>King Paul Einstein A. Villanueva</b> <b>Mamatawan M. Laguilalam</b> Security Guards</li> </ul>	<ul style="list-style-type: none"> <li>Evaluate and document the physical damage caused by an event and its potential impact on the DTI- 12 Building;</li> <li>Communicate and Report to the Incident Response Commander on the status of the building;</li> <li>Coordinate with public works officials and local government assessors should a comprehensive assessment of the building is needed;</li> </ul>
<b>Public Service Continuity Team (Alternate Site)</b>	<b>Epifania L. Ealdama</b> <b>Elyka Marisse O. Agan</b> <b>Waren Jay B. Nantes</b> <b>John Kenneth C. David</b> Consumer Protection Division Team	<ul style="list-style-type: none"> <li>Provide uninterrupted DTI R12 services to its client and stakeholders</li> <li>Maintain operation of DTI R12 Mission-Essential Functions</li> </ul>
<b>Logistics and Equipment Team</b>	<ul style="list-style-type: none"> <li><b>Sarah Jane T. Toledo</b> Admin. Officer III (Supply)</li> <li><b>Jinnard B. Lubaton</b> Admin Aide VI</li> <li><b>Noel P. Villareal</b> <b>Ramil B. Goloran</b> <b>Arnel E. Layda</b> <b>Delbar P. Baluya</b> Drivers</li> </ul>	<ul style="list-style-type: none"> <li>Provide resources and all other services to support the responders including facilities, transportation, communications, supplies, equipment maintenance, fuel, food services and other medical supplies</li> <li>Manage transport for essential movement</li> <li>Facilitate or locate building for temporary office</li> </ul>
<b>Finance and Procurement Team</b>	<ul style="list-style-type: none"> <li><b>Hazel E. Hautea</b> Chief Admin Officer</li> <li><b>Connie M. Barnachea</b> Admin Officer V (Budget)</li> <li><b>Mildred T. Sucol</b> Admin Officer III (Cashier)</li> <li><b>Neil Anthony T. Morala</b> Accountant III</li> </ul>	<ul style="list-style-type: none"> <li>Maintain financial records</li> <li>Coordinate procurement contracts</li> <li>Secure key suppliers during emergency</li> </ul>
<b>Medical Team</b>	<ul style="list-style-type: none"> <li><b>Ma. Theresa T. Chua</b> Chief Trade Industry Development Specialist, IDD</li> <li><b>Angelito B. Villar</b> Senior Trade Industry Development Specialist, SDD</li> <li><b>Dagny Athena A. Martirizar</b> <b>Ma. Cristine B. Vilbar</b> <b>Imelda T. Salvador</b> IDD Team</li> </ul>	<ul style="list-style-type: none"> <li>Prepare list of necessary medical needs and equipment</li> <li>Conduct coordination with nearby hospitals for referrals</li> <li>Serve as Emergency Medical Responder</li> <li>Inventory of trained First Aiders</li> </ul>

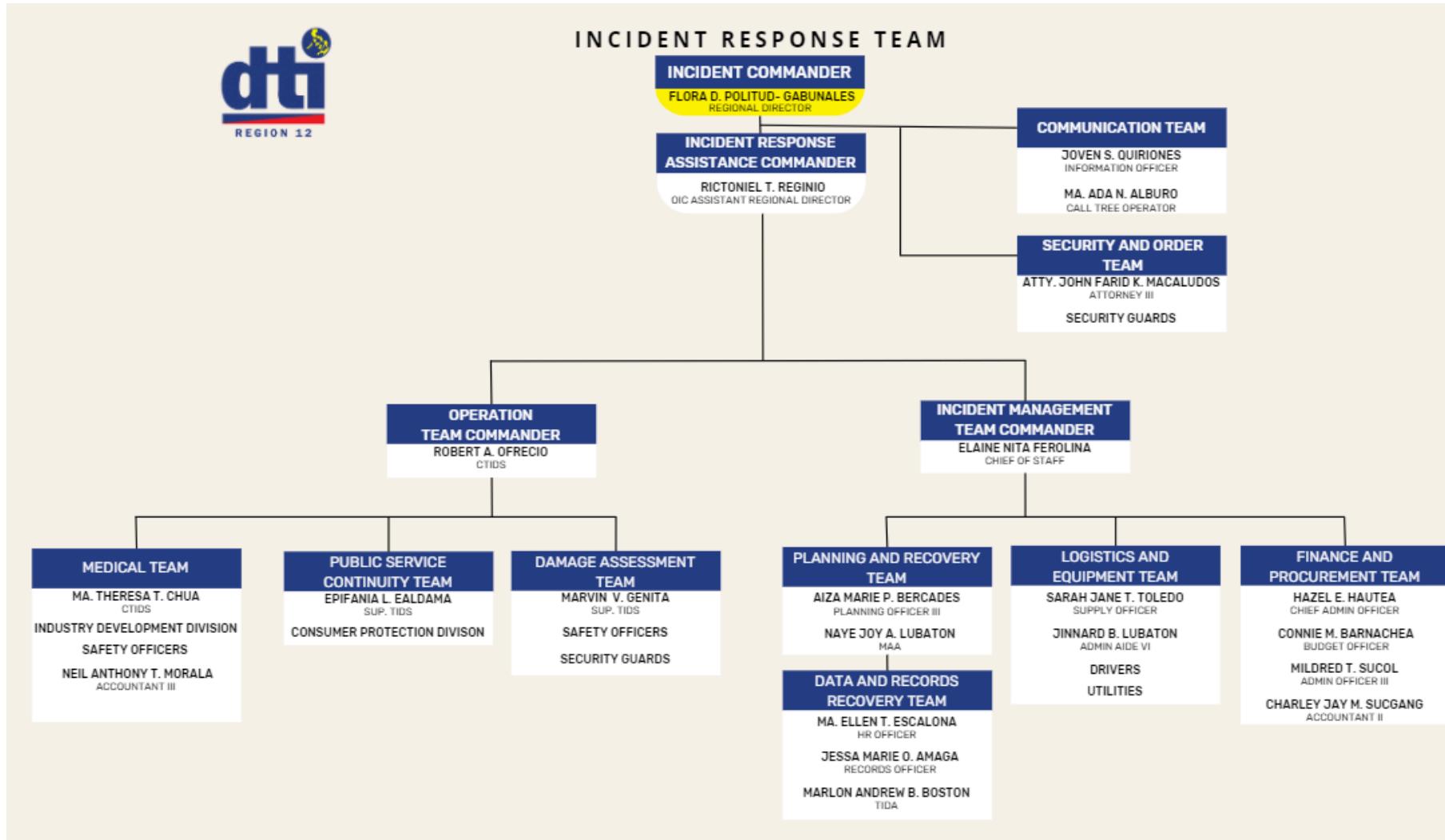
	<ul style="list-style-type: none"> <li>• <b>Charley Jay M. Sucgang</b> Accountant II</li> <li>• <b>Elyka Marisse O. Agan, John Kenneth C. David, Sarah Jane T. Toledo</b> Safety Officers</li> </ul>	
<b>Data and Records Recovery Team</b>	<ul style="list-style-type: none"> <li>• <b>Marlon Andrew B. Boston</b> Trade Industry Development Analyst, MSSD</li> <li>• <b>William A. Maglana</b> Receiving Officer, MSSD</li> <li>• <b>Jinnard B. Lubaton</b> Administrative Aide VI (Designated IT Focal Person)</li> <li>• <b>Ma. Ellen T. Escalona</b> Admin Officer V (HRMO)</li> <li>• <b>Jessa Marie O. Amaga</b> Admin Officer III (Records)</li> </ul>	<ul style="list-style-type: none"> <li>• Prepare and install IT equipment and peripherals</li> <li>• Recover data from back up storage</li> <li>• Provide temporary internet connection</li> <li>• Provide backup copy of essential data needed for the continuity of Mission Essential Functions to the PSCP Team</li> </ul>
<b>Security and Order Team</b>	<ul style="list-style-type: none"> <li>• <b>John Farid K. Macaludos</b> Attorney III</li> <li>• <b>Reynaldo C. Canoza, Jr.</b> King Paul Einstein A. Villanueva</li> <li>• <b>Mamatawan M. Laguialam</b> Security Guards</li> </ul>	<ul style="list-style-type: none"> <li>• Maintain Security and Order inside and outside the DTI R12</li> <li>• Secure DTI R12 assets</li> <li>• Maintain order and traffic flows within the surrounding of the DTI R12</li> </ul>

All Regional Memo Orders inconsistent herewith are hereby revoked.

This Order shall take effect immediately and shall remain in force until revoked by competent authority.

  
**FLORA D. POLITUD-GABUNALES, CESO V**  
 Regional Director

## Annex B.4 Structure of the Incident Response Team



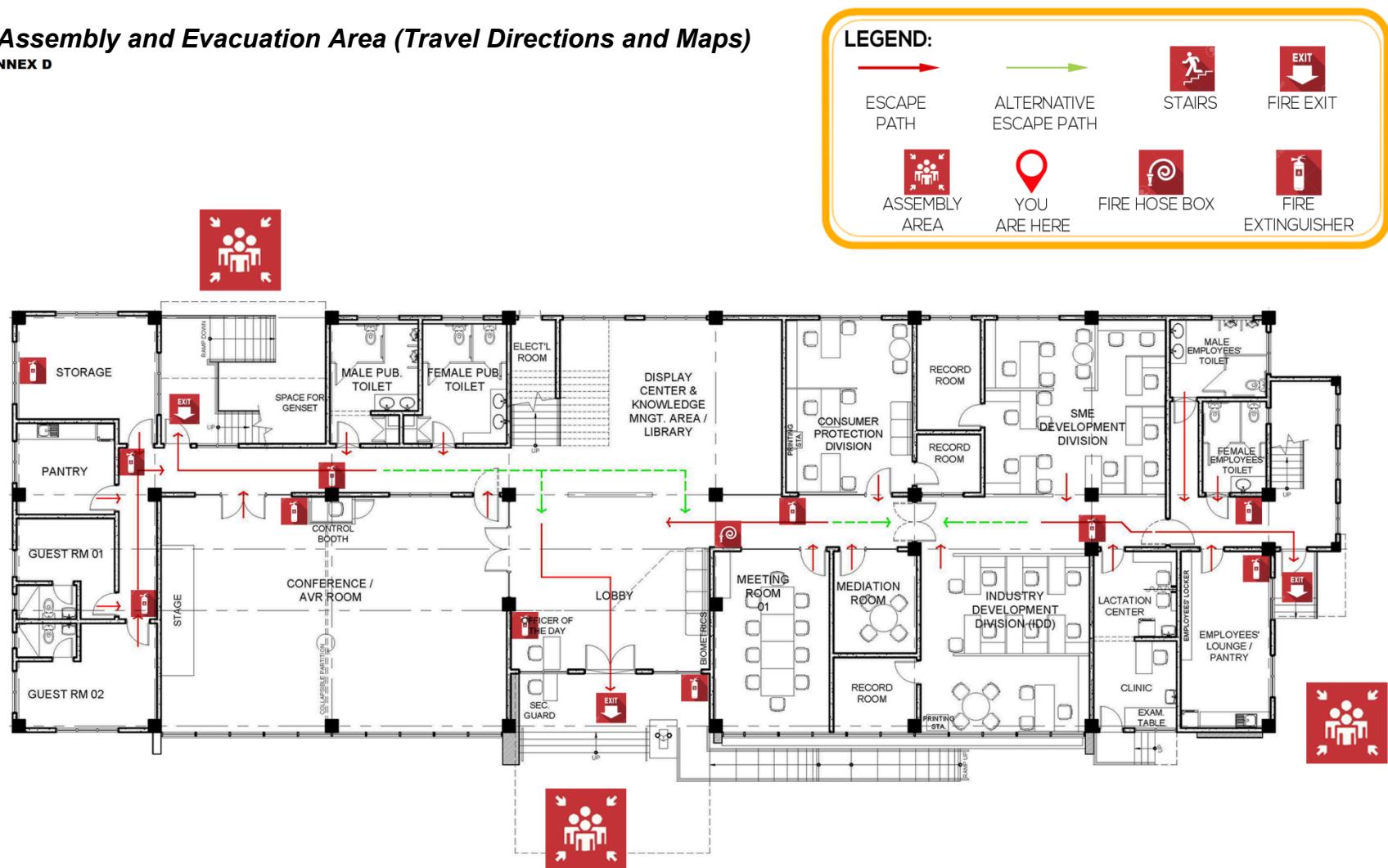
## Annex C. PCSP-related Trainings of DTI RO 12 Personnel

#	DTI REGIONAL OFFICE STAFF	Introductory Course on DRRM		Public Service Continuity Planning		Emergency Operations Center		Exercise Design Course		Basic Incident Command System		Rapid Damage Assessment and Needs Analysis		Fire Safety and Earthquake Preparedness		Occupational Safety and Health (Safety Officer I)		Occupational Safety and Health (Safety Officer II)		Occupational Safety and Health (Safety Officer III)		Data Privacy Awareness/Cybersecurity Awareness (DICT)		Security Awareness (NICA)		Occupational First-aid and Basic Life Support with Automated External Defibrillator		Other Safety-related trainings/ Seminars						
		Y/N	Date	Y/N	Date	Y/N	Date	Y/N	Date	Y/N	Date	Y/N	Date	Y/N	Date	Y/N	Date	Y/N	Date	Y/N	Date	Y/N	Date	Y/N	Date	Y/N	Date	Title	Date					
<b>MSSD:</b>																																		
1	FLORA D. POUTUD-GABUNALES, CESO V																											Yes	Aug. 2023	Yes	Nov. 2020	Workplace	Apr. 2022	
2	RICTONIEL T. REGINIO, CESO V																												Yes	Aug. 2023				
3	ELAINE NITA L. FEROLINO	No		No		No		No		No		No		Yes	9-Mar-23	No		No		No								Yes	Aug. 2023	No				
4	JOHN FARID K. MACALUDOS																												Yes	Aug. 2023				
5	NAYE JOY A. LUBATON																												Yes	Aug. 2023				
6	AIZA MARIE P. BERCADES																												Yes	Aug. 2023				
7	JOVEN S. QUIRIONES																												Yes	Aug. 2023				
8	JESSA MARIE O. AMAGA	Yes	Feb. 2022	Yes	Mar. 2022	Yes	Apr. 2022	Yes	Apr. 2022	Yes	Jun. 2022	No		Yes	9-Mar-23	Yes	Aug. 2020	No		No		No		Yes	Oct. 2023	Yes	Aug. 2023	Yes	Nov. 2020	Workplace	Apr. 2022			
9	MARLON ANDREW B. BOSTON																												Yes	Aug. 2023				
10	MA. ADA N. ALBURO																												Yes	Aug. 2023				
11	WILLIAM A. MAGLANA																												Yes	Aug. 2023	Yes	Nov. 2020		
12	NOEL P. VILLAREAL																												Yes	Aug. 2023				
<b>CPD:</b>																																		
12	EPIFANIA L. ELDAMA																												Yes	Aug. 2023				
13	WAREN JAY B. NANTES																												Yes	Aug. 2023				
14	ELYKA MARISSE O. AGAN		Yes																										Yes	Aug. 2023				
15	JOHN KENNETH C. DAVID	No		No		No		No		No		Yes	Mar-23	Yes	Oct. 2023	Yes	Sep-23	No		No		No		Yes	Aug. 2023	No								
16	MARY JOY L. PAJEL																												Yes	Aug. 2023				
<b>IDD:</b>																																		
17	MA. THERESA T. CHUA																												Yes	Aug. 2023				
18	DAGNY ATHENA A. MARTIRIZAR																												Yes	Aug. 2023	Yes	Nov. 2020		
19	IMELOD T. SALVADOR																												Yes	Aug. 2023				
20	MA. CRISTINE B. VILBAR																												Yes	Aug. 2023	Yes	Nov. 2020	Workplace	Apr. 2022
21	IZZY KATE S. ORTIZ																												Yes	Aug. 2023				
<b>SDD:</b>																																		
22	ROBERT A. ORFRECIO																												Yes	Aug. 2023				
23	MARVIN V. GENITA																												Yes	Aug. 2023				
24	ANGELITO B. VILLAR	No		No		No		No		No		Yes		No		No		No		No		No		Yes	Aug. 2023	Yes	Nov. 2020							
25	JOVELYN P. JUANICO																												Yes	Aug. 2023				
26	RHENELL B. BAUTISTA																												Yes	Aug. 2023				
27	ELLIZA C. MANALO																												Yes	Aug. 2023				
28	XYLINNE JOYCE D. DAGUM																												Yes	Aug. 2023				
29	ADRIAN CLAVE R. LARIBA																												Yes	Aug. 2023				
30	ALEJANDRO M. DE PEDRO JR.																												Yes	Aug. 2023				
31	SAMMY L. TABANAO JR.																												Yes	Aug. 2023				
32	GRACE P. SUHAYON																												Yes	Aug. 2023				

#	DTI REGIONAL OFFICE STAFF	Introductory Course on DRRM		Public Service Continuity Planning		Emergency Operations Center		Exercise Design Course		Basic Incident Command System		Rapid Damage Assessment and Needs Analysis		Fire Safety and Earthquake Preparedness		Occupational Safety and Health (Safety Officer I)		Occupational Safety and Health (Safety Officer II)		Occupational Safety and Health (Safety Officer III)		Data Privacy Awareness/Cybersecurity Awareness (DICT)		Security Awareness (NICA)		Occupational First-aid and Basic Life Support with Automated External Defibrillator		Other Safety-related trainings/ Seminars	
		Y/N	Date	Y/N	Date	Y/N	Date	Y/N	Date	Y/N	Date	Y/N	Date	Y/N	Date	Y/N	Date	Y/N	Date	Y/N	Date	Y/N	Date	Y/N	Date	Title	Date		
	AFMD:																												
33	HAZEL E. HAUTEA	No	N/A	No	N/A	No	N/A	No	N/A	No	N/A	Yes	Mar. 14, 2022 & Oct. 2023	Yes	Aug. 2020	No	N/A	No	N/A	No	N/A	Yes	Dec. 2021 & Aug. 2023	Yes	Nov. 2020	Yes	29-May-20		
34	NEIL ANTHONY T. MORALES											Yes											Yes	Aug. 2023					
35	CHARLEY JAY M. SUCGANG											Yes											Yes	Aug. 2023					
36	MILDRED T. SUCOL											Yes											Yes	Aug. 2023	Yes	Nov. 2020			
37	JINNARD B. LUBATON											Yes										Yes	Aug. 2023	Yes	Aug. 2023				
38	RISH O. GABAC											Yes											Yes	Aug. 2023					
39	CONNIE M. BARNACHEA											Yes											Yes	Aug. 2023	Yes	Nov. 2020			
40	MARIEL B. DELA PENA											Yes											Yes	Aug. 2023					
41	MA. ELLEN T. ESCALONA	No	N/A	No	N/A	No	N/A	No	N/A	No	N/A	Yes		Yes	Aug. 2020								Yes	Aug. 2023	Yes	Nov. 2020			
42	NOEMI R. GAYOSA											Yes											Yes	Aug. 2023	No				
43	SARAH JANET T. TOLEDO											Yes											Yes	Aug. 2023					
44	BUTUAN A. ALI											Yes											Yes	Aug. 2023	Yes	Nov. 2020			
45	ARNEL E. LAYDA											Yes											Yes	Aug. 2023					
46	RAMIL B. GOLORAN											Yes											Yes	Aug. 2023					
47	ERNEST JOHN B. FUTILON											Yes											Yes	Aug. 2023					
48	EDWIN E. ELOSIS											Yes											Yes	Aug. 2023					
49	ANABEL P. MARAMBA											Yes											Yes	Aug. 2023					
50	ALYEENA NISSI A. CANILLO											Yes											Yes	Aug. 2023					
51	RICA MAE L. LUBATON											Yes											Yes	Aug. 2023					
52	ROSARIO B. CABARRUBIAS											Yes											Yes	Aug. 2023					
53	DELBAR P. BALUYA											Yes											Yes	Aug. 2023					
54	JENNIFER M. DEPANO											Yes											Yes	Aug. 2023					
55	MARY JOY M. DIAZ											Yes											Yes	Aug. 2023					
56	REYNALDO C. CANOZA JR.											Yes											Yes	Aug. 2023					
57	KING PAUL EINSTEIN A. VILLANUEVA											Yes											Yes	Aug. 2023					
58	MAMATAWAN M. LAGUILAM											Yes											Yes	Aug. 2023					

## ***Annex D. Assembly and Evacuation Area (Travel Directions and Maps)***

## **ANNEX I**

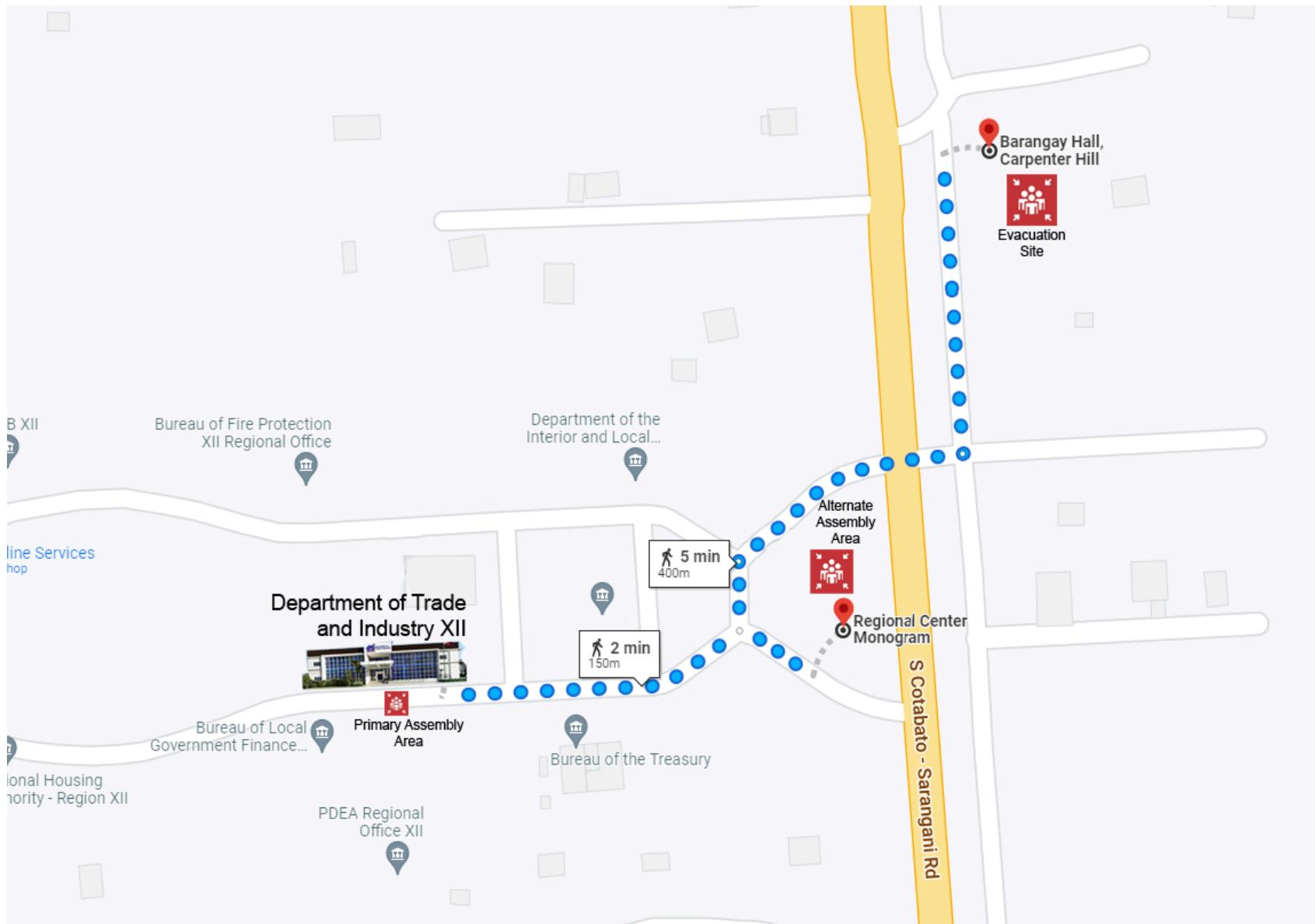


## GROUND FLOOR FIRE EVACUATION PLAN



SECOND FLOOR FIRE EVACUATION PLAN

## ***Assembly Area***



## Annex E. Risk Assessment

HAZARD AND RISK IDENTIFICATION		RISK ANALYSIS			RISK EVALUATION AND CONTROL		
THREAT	RISK	LIKELIHOOD	IMPACT	RISK SCORE	CURRENT CONTROL MEASURES IN PLACE	EFFECTIVENESS	RISK MITIGATING MEASURES
Fire	People: Loss of life, Injured, displaced Process: Office lockdown affecting operations Facility/ICT: destroyed; unaccessible	4 Likely	4 Major	16 High	<b>Non-infra:</b> Established CCT, emergency escape plan (boss), evacuation plans, Regular conduct of Fire Drill, establishment of MOA with BFP <b>Infra:</b> fire extinguishers and fire blankets strategically located in the building, Emergency exits identified, Installed Fire Detection & Alarm System; Building/ Fire Sprinklers; Smoke Detectors, Office Building Regional Technical Working Group	3 - With fairly effective controls in place but needs improvement	1. Maintain the existing current controls through exercise. 2. Conduct of fire drill twice a year. 3. Safety measures to be incorporated in all activities/ program; 4. Regular check-up of the alarm system.
Earthquake (ground shaking)	People, Public, Process: Employees/ Public are affected and critical function holders will not be able to report for work	5 Frequent or Almost Certain	3 Moderate	15 Moderate	<b>Non-infra:</b> Creation of OSH Committee and Designation of Safety Officers, Provision of hard hats, Annual earthquake drills, and signages installed such as evacuation plans <b>Infra:</b> Damage to the office building	4 - With highly effective controls in place, with little room for improvement.	1. Improvement should consider mapping of employee residence. 2. Provision of family preparedness training. 3. Ensure functional alarm system. 4. Safety measures to be incorporated in all activities/ program; 5. Create video instruction on fire exit and evacuation plan.
	Facility: Main office will be affected and rendered inaccessible	5 Frequent or Almost Certain	3 Moderate	15 Moderate	<b>Non-infra:</b> <b>Infra:</b> Monitoring and inspection of building after earthquake	3 - With fairly effective controls in place but needs improvement	1. Maintenance through regular building inspection by LGU.
Heavy Rainfall and flooding/ Flash flood	People: Employees are affected and critical function holders will not be able to report for work	5 Frequent or Almost Certain	2 Minor	10 Low	<b>Non-infra:</b> Flexible Working Arrangement, <b>Infra:</b> Alert System established and Provision of Shuttle Service,	3 - With fairly effective controls in place but needs improvement	1. Provision of Vehicle Services for Employees with difficulty accessing office for work 2. Establishment of alternate working mechanism (e.g. WFH) for a percentage of personnel 3. Safety measures to be incorporated in all activities/ program 4. Provision of basic protective gears
	ICT: Failure of IT-dependent systems and applications	5 Frequent or Almost Certain	2 Minor	10 Low	<b>Non-infra:</b> <b>Infra:</b> Proposed budget for generator sets and solar panel for 3 consecutive years (for validation)	3 - With fairly effective controls in place but needs improvement	1. Back-up generator (PhP 2.5M), Solar Panel (PhP 3.2M) 2. Secondary service provider/ redundancy
	Facility: Main office will be affected and rendered inaccessible	3 Possible	3 Moderate	9 Low	<b>Non-infra:</b> <b>Infra:</b> Building maintenance and repair	4 - With highly effective controls in place, with little room for improvement	1. Identification of alternate site/ Work from Home Arrangement

HAZARD AND RISK IDENTIFICATION		RISK ANALYSIS				RISK EVALUATION AND CONTROL		
THREAT	RISK	LIKELIHOOD	IMPACT	RISK SCORE	CURRENT CONTROL MEASURES IN PLACE	EFFECTIVENESS	RISK MITIGATING MEASURES	
Terroristic event	People: Threat to life/injury	2 Unlikely	4 Major	8 Low	<b>Non-infra:</b> Availability of emergency hotlines <b>Infra:</b> Creation of Background Investigation Committee, Presence of security guards 24/7, and Security briefing with NICA	4 - With highly effective controls in place, with little room for improvement	1. Request background check from NICA	
	Process: Office lockdown affecting operations	1 Rare	5 Extreme	5 Very Low	<b>Non-infra:</b> Postings of emergency hotlines in conspicuous area, Presence of security officers within the vicinity of the office for 24/7, and Security briefing with NICA <b>Infra:</b>	3 - With fairly effective controls in place but needs improvement	1. Adopt Work from home and other alternative schemes for employees affected by office lockdown (for security purposes); 2. Establishment of ICT redundancy for possible work from home scheme;	
Cyberattack	ICT: Failure of IT-dependent systems and applications	2 Unlikely	4 Major	8 Low	<b>Non-infra:</b> <b>Infra:</b> Upgrading of ICT equipment and installation safety measures	3 - With fairly effective controls in place but needs improvement	1. Development of IT Disaster Recovery Plan	
	People: Employees are affected and online files cannot be accessed	3 Possible	3 Moderate	9 Low	<b>Non-infra:</b> Crash course/ Information/ Orientation/ Updates/ Advisories provided <b>Infra:</b>	3 - With fairly effective controls in place but needs improvement	1. Safety measures to be incorporated in all activities/ program	
	Process: Delayed delivery of services/ hampered operations	3 Possible	3 Moderate	9 Low	<b>Non-infra:</b> Manual Processing utilized Back-up data (hard drive); use of cloud, hard copy of records retained <b>Infra:</b>	3 - With fairly effective controls in place but needs improvement	1. Ensure up to date software such as antivirus and operating systems 2. Control the access to malicious websites	
Civil Disturbance		4 Likely	2 Minor	8 Low	<b>Non-infra:</b> Flexible Working Arrangement, <b>Infra:</b>		1. Request security guideline measures from (Macro-economy Development Administration and Finance Committee (MEDAFC)) 2. Safety measures to be incorporated in all activities/program 3. Establishment of security plan 4. Raise issues to proper authorities (e.i. functional hotline, ambulance in the Regional Center)	
Health Hazards (COVID-19, Monkey Pox)	People: Employees are affected and critical function holders will not be able to report for work	4 Likely	3 Moderate	12 Moderate	<b>Non-infra:</b> AWA, quarantine, provision of health care kits, conduct of health-related trainings (e.g. first-aid), implementation of office protocols on safety and health, involvement in inter-agency coordination, safety seal certification, establishment of MOA with BFP, clinic, and signages installed <b>Infra:</b> Provision of shuttle service	4 - With highly effective controls in place, with little room for improvement	1. Establishment of MOA with health-care providers	
	Process: Office lockdown affecting operations	3 Possible	3 Moderate	9 Low	<b>Non-infra:</b> Use of digital signatures, digital platform for frontline services <b>Infra:</b>	4 - With highly effective controls in place, with little room for improvement	1. Office policy on digitalization of communications, reports	

## Annex F. Impact Analysis



### IMPACT ANALYSIS

MISSION-ESSENTIAL FUNCTION	MEF OUTPUT	MEF INPUT	IMPACT TO ORGANIZATION IF NOT PERFORMED	RECOVERY TIME OBJECTIVE (RTO)	RESOURCE REQUIREMENT
Conduct of Price Monitoring on Basic Necessities and Prime Commodities	Price Monitoring Report on Basic and Prime Commodities	*Price Act - RA 7581) DTI-DA-DOH-DENR JAO 1: 1993 – Implementing Rules and Regulations of the Price Act DTI-DA-DOH-DENR-DOE JAO 13-1, s. 2013 – Amendments to JAO 1, s. 1993 DTI DAO 17-09, series of 2017 – Guidelines in the Implementation of SRP of BNPCs under the Jurisdiction of the DTI DO 18-122 – DTI General Enforcement Guidelines for Trade and Industry and Consumer Cases); *E-Presyo Portal; *Authority to Conduct Price Monitoring; * SRPs Declaration of State of Calamity/Emergency	Operational: Unreasonable increase of price, hoarding of supplies, insufficiency of supply of BNPC in the market/ area.  Reputational: Decreased credibility and trust of the public in DTI.  Regulatory: Price Freeze Order, Violation of RA 7581, RA7394 (The Consumer Act of the Philippines) and other fair trade laws	Tier 3: Must be performed from 24 - 48 hours	People: 2 per Province  Facility / Equipment: Printer, Business Name Registration System(BNRS), Online Price Monitoring System (OPMS) E-Presyo, Tablet, Camera, Vehicle  Communication / IT: Computer, Good Internet Connection  Others: Budget Php 50,000.00, Partners: LPCC Supplies and Materials: Paper, Ink, Personal Protective Equipment (PPE), letter of inquiry Mobilize resources of nearest provinces/ regions manpower and logistics
Conduct of Monitoring and Enforcement of Product Standards	Notice of Violation, Monitoring and Enforcement Reports, Office Order	DAO 2: 2007 - Roles & Responsibilities of Importers, Manufacturers, Distributors, Retailers, & Agents on manufacturer/sale of mandatory products; Product Standards Law - RA 4109; DO 18-122 – DTI General Enforcement Guidelines for Trade and Industry and Consumer Cases); DAO 06-07-Simplified and uniform rules of procedures for admin cases.	Operational: Proliferation of uncertified/ substandard products  Reputational: Decreased credibility and trust of the public in DTI.  Regulatory: Violation of DAO 07-02 and RA 4109	Tier 4: Must be performed from 48 - 72 hours	People: 2 or more personnel per conduct of monitoring and enforcement  Facility / Equipment: Vehicle, Camera, Gloves, Measuring Devices  Communication / IT: Computer, Good Internet Connection  Others: Budget: Php 200,000.00 Partners: LPCC, CIDG Supplies and Materials: Paper, Ink, Personal Protective Equipment (PPE), Forms, Authority to conduct monitoring and enforcement, notice of violation Mobilize resources of nearest provinces/ regions manpower and logistics

MISSION-ESSENTIAL FUNCTION	MEF OUTPUT	MEF INPUT	IMPACT TO ORGANIZATION IF NOT PERFORMED	RECOVERY TIME OBJECTIVE (RTO)	RESOURCE REQUIREMENT
Complaints Handling	Correspondence, Agreements	RA 7394 or Consumer Act of the Philippines and other Fair Trade Laws (FTLs) RA 7581, RA 4109, DAO 20-03	Operational: Delayed in the provision of service.  Reputational: Unsatisfied Clients. Decreased credibility and trust of the public in DTI.  Regulatory: Violation of RA 7394 or Consumer Act of the Philippines and other Fair Trade Laws (FTLs)	Tier 1: Must be performed within 0 - 12 hours	People: one (1) per province  Facility / Equipment: mobile phone, telephone  Communication / IT: computer, good internet connection  Others: budget: Php 10,000.00, paper, ink, complaint letter, notice of mediation
Conduct of Diskwento Caravan	Project Proposal, Sales Monitoring Report, Post-Activity Report	RA 7581	Operational: Affordable essential goods will not be accessible to the consuming public.  Reputational: Decreased credibility and trust of the public in DTI.  Regulatory: Violation of RA 7581	Tier 4: Must be performed from 48 - 72 hours	People: 5 or more per office, labor  Facility / Equipment: Vehicle, Camera, Cargo Van, Tents, Tables and Chairs, microphone, emergency lights, sound system  Communication / IT: Computer, Good Internet Connection  Others: Budget:40,000, Supplies, and Materials: Paper, Ink, Personal Protective Equipment (PPE)
Consumer Advisory	Press Release, TV and Radio Interviews, Public address system, Situational Report	RA 7394 or Consumer Act of the Philippines and other Fair Trade Laws (FTLs); Directive from the DTI Head Office particularly CPG and ROG	Operational: Failure to provide disaster-related information/ advisory.  Reputational: Low % of consumer awareness based on the survey of Pulse Asia  Regulatory: Failure to accomplish mandate in RA 7394 specifically the provision of information and education to facilitate sound choice and the proper exercise of rights by the consumer, RA 7581	Tier 1: Must be performed within 0 - 12 hours	People: At least 1 per office, coordination with CPG and ROG  Facility / Equipment: protective equipment (e.g. facemasks, alcohol, etc.), microphone  Communication / IT: Laptop, camera, good internet connection, online conference application (e.g. Zoom)  Others: Office supplies such as papers, pens, stapler, scissors, etc. Partners: OCD, PIA, Coordination with radio, TV, and other modes of communication. Mobilize resources of nearest provinces/ regions manpower and logistics Budget:20,000.00

## Annex G. Continuity Strategies/ Resource Requirements for the Identified MEFs



### CONTINUITY STRATEGIES

MISSION-ESSENTIAL FUNCTION	CONTINUITY STRATEGIES			
	VITAL RECORDS	PEOPLE	FACILITIES / EQUIPMENT	COMMUNICATION & TECHNOLOGY
	Essential documents utilized by the office/agency relative to critical processes.	Personnel, stakeholders that has a great role for ensuring operations of the office/agency's essential functions.	Place, amenity or structural services and necessary items, gears, apparatus where services or support to services are provided.	Equipment and programs that are used to process and communicate information.
Conduct of Price Monitoring on Basic Necessities and Prime Commodities	<ol style="list-style-type: none"> <li>1. Updated On-line Price Monitoring Report (shared-file)</li> <li>2. Hard copy of updated price monitoring reports</li> <li>3. On-line price monitoring system (e-presyo)</li> <li>4. Price Freeze Order</li> <li>5. Declaration of State of Calamity from LGUs affected by the calamity/disaster</li> <li>6. Establish Vital Records Protection Guide.</li> </ol>	<ol style="list-style-type: none"> <li>1. Price Monitors/ Organic people in the Field Office (e.g. Division Chief) with Memorandum</li> <li>2. Training on Price Monitoring</li> <li>3. Local Price Coordinating Council (LPCC) members</li> <li>4. Other law enforcement agencies (e.g. Philippine National Police (PNP), NBI)</li> <li>5. Media</li> <li>6. Recognized Consumer Organizations</li> <li>7. Provision of Shuttle Services</li> </ol>	<p>*Procurement of assets and resources for disaster preparedness:</p> <ol style="list-style-type: none"> <li>1. Generator sets and UPS</li> <li>2. Transistor radios,</li> <li>3. batteries and flashlights,</li> <li>4. first aid kits,</li> <li>5. Modes of Transport (off-road vehicles such as motorcycles)</li> <li>6. Very High Frequency (VHF) radio asset and facilities on lease basis</li> <li>7. Other supplies deemed necessary (e.g. rain jackets, water-proof backpacks, water containers, etc.)</li> </ol>	<ol style="list-style-type: none"> <li>1. Establish Hierarchy of Communication and Identify Primary and Alternate Communication System/ Medium (Internet Connectivity, Mobile Data)</li> <li>2. Communication Gadget (Tablet, Mobile Phone)</li> <li>3. Establishing Communication Plan</li> </ol>
Conduct of Monitoring and Enforcement of Product Standards	<ol style="list-style-type: none"> <li>1. Issuances (e.g. Department Administrative Orders, Monitoring and Enforcement Forms)</li> <li>2. List of mandatory products (can be accessed in BPS Portal)</li> <li>3. Authority to enforce</li> <li>4. Establish Vital Records Protection Guide</li> </ol>	<ol style="list-style-type: none"> <li>1. Monitoring and Enforcement Officers in the Field Offices/ FTEB personnel and other designated enforcement team members</li> <li>2. Media</li> <li>3. Other law enforcement agencies (e.g. Philippine National Police (PNP), NBI)</li> <li>4. BPS</li> <li>5. Inter-agency monitoring teams/ task force (DA, DOH)</li> <li>6. Provision of Shuttle Services</li> </ol>	<p>*Procurement of assets and resources for disaster preparedness:</p> <ol style="list-style-type: none"> <li>1. Enforcement gadgets/ devices and supplies (such as weighing scales, test weights, and other measuring equipment)</li> <li>2. Identification of Hauling Vehicle</li> <li>3. Identification of Warehouse for the confiscated violative products</li> <li>4. Modes of Transport (off-road vehicles such as motorcycles)</li> <li>5. Bullet proof vest</li> <li>6. Body Camera</li> <li>7. Other supplies deemed necessary (e.g. rain jackets, water-proof backpacks, water containers, etc.)</li> </ol>	<ol style="list-style-type: none"> <li>1. Establish Hierarchy of Communication and Identify Primary and Alternate Communication system/ medium</li> <li>2. Communication Gadgets (Mobile Phone)</li> <li>3. Establishing Communication Plan</li> </ol>

MISSION-ESSENTIAL FUNCTION	CONTINUITY STRATEGIES			
	VITAL RECORDS	PEOPLE	FACILITIES / EQUIPMENT	COMMUNICATION & TECHNOLOGY
	Essential documents utilized by the office/agency relative to critical processes.	Personnel, stakeholders that has a great role for ensuring operations of the office/agency's essential functions.	Place, amenity or structural services and necessary items, gears, apparatus where services or support to services are provided.	Equipment and programs that are used to process and communicate information.
Complaints Handling	<ol style="list-style-type: none"> <li>Establishment of Philippine Online Dispute Resolution System</li> <li>Complaints Form and other supporting documents</li> <li>Agreements</li> <li>Issuances (Department Orders, Designations)</li> <li>Establish Vital Records Protection Guide</li> </ol>	<ol style="list-style-type: none"> <li>DTI Consumer Protection Division Personnel/ Consumer Welfare Desk Officers and other Information Officers</li> <li>Consumer Act Implementing Agencies (DOH, DILG, DENR, DA, DOE, and PNP-RACU)</li> </ol>	<ol style="list-style-type: none"> <li>Alternative source of electricity (e.g. powerbank, generator sets, UPS, etc.)</li> <li>Camera and microphone</li> <li>Network-attached storage (cloud storage subscription)</li> <li>External Hard drives</li> </ol>	<ol style="list-style-type: none"> <li>Establish Hierarchy of Communication and Identify Primary and Alternate Communication system/ medium</li> <li>Video Conferencing Platform</li> <li>Communication Gadget (Mobile Phone, Laptop, Headset)</li> <li>Establishing Communication Plan</li> </ol>
Conduct of Diskwento Caravan	<ol style="list-style-type: none"> <li>Sales generated reports</li> <li>Establish Vital Records Protection Guide</li> <li>List of distributors of basic and prime commodities</li> </ol>	<ol style="list-style-type: none"> <li>Business establishments</li> <li>National Government Agencies to showcase their mandate</li> <li>Private Sectors to provide their services</li> <li>Media</li> <li>Provision of Shuttle Services</li> </ol>	<ol style="list-style-type: none"> <li>Collapsible Tent</li> <li>Hauling Truck</li> <li>Tables and Chairs (rental)</li> <li>Public Address System (Portable Audio System)</li> <li>Alternative source of electricity (e.g. powerbank, generator sets, UPS, etc.)</li> <li>Other supplies deemed necessary (e.g. rain jackets, waterproof backpacks, water containers, etc.)</li> <li>Vehicles to bring in supply of goods on lease basis.</li> </ol>	<ol style="list-style-type: none"> <li>Establish Hierarchy of Communication and Identify Primary and Alternate Communication system/ medium</li> <li>Establishing Communication Plan</li> <li>Communication Gadget (Mobile Phone)</li> </ol>
Consumer Information Dissemination	<ol style="list-style-type: none"> <li>Price and supply situationer</li> <li>Consumer-related laws</li> <li>Legal issuances</li> <li>Advisories from partner stakeholders</li> </ol>	<ol style="list-style-type: none"> <li>Consumer Welfare Advocacy Officer</li> <li>Information Officer</li> <li>Media personnel</li> <li>Partner agencies (DA, DOE, PNP-RACU, and others)</li> </ol>	<ol style="list-style-type: none"> <li>Alternative source of electricity (e.g. powerbank, generator sets, UPS, etc.)</li> <li>Printer</li> </ol>	<ol style="list-style-type: none"> <li>Establish Hierarchy of Communication and Identify Primary and Alternate Communication system/ medium</li> <li>Establishing Communication Plan</li> <li>Communication Gadget (Mobile Phone, laptop)</li> <li>Quad-media interviews and guestings</li> </ol>

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**Annex H. Exercise and Testing Plans**

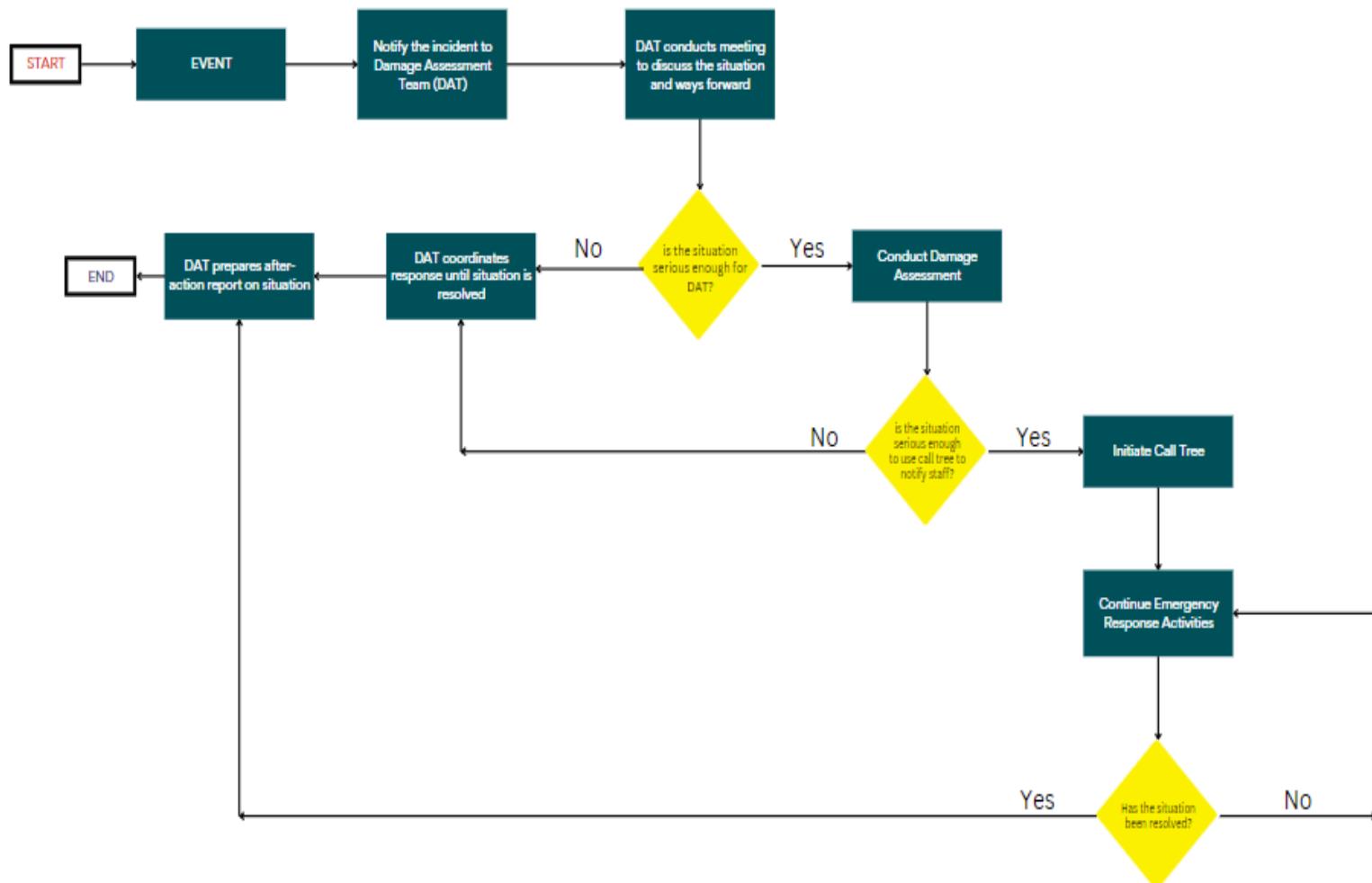


**EXERCISE AND TESTING PLAN**

EXERCISE METHOD	Responsible Person	PARTICIPANTS	EXERCISE OBJECTIVES	SCHEDULE/Timeline
Briefing on the DTI XII PSCP		All DTI XII Staff	<p>To orient all staff on the DTI XII PSCP.</p> <p>Specifically to:</p> <ol style="list-style-type: none"> <li>1. To introduce the PSCP to the employees;</li> <li>2. To communicate the roles of each personnel relative to the established PSCP;</li> <li>3. To convey to the staff the established chain of command in time of emergency;</li> <li>4. To pilot-test the effectivity and efficiency of PSCP</li> </ol>	November 2023.
Communication Drill: Implementation of the DTI XII Call Tree		All DTI XII Staff	<p>To assess the effectiveness of the established DTI XII Call Tree Protocol in the implementation of the PSCP.</p> <p>Specifically to:</p> <ol style="list-style-type: none"> <li>1) Determine alternative Hierarchy of Communications; and,</li> <li>2) Evaluate viability of identified Flow of Communication.</li> </ol>	Every 2nd week of the 1st month of every quarter
Drills (Evacuation, Fire, Earthquake, etc.)		All DTI XII Staff	<ol style="list-style-type: none"> <li>1. To promote the PSCP;</li> <li>2. To instill pro-activeness of the personnel/ To test the alertness of DTI XII personnel;</li> <li>3. To test the capability of MEF</li> <li>4. To prepare the DTI XII personnel through constant rehearsal for them to get familiarized on how to deal with/ what to do during an emergency situation;</li> <li>5. Improve coordination and communication; and,</li> <li>6. To enforce proper evacuation routes.</li> </ol>	Quarterly

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## Executing Call Tree



# Standard Phone Tree Template

