



Republic of the Philippines
Tourism Infrastructure & Enterprise Zone Authority

MEMORANDUM FOR THE CHIEF OPERATING OFFICER

THRU : ATTY. JOY M. BULAUTAN
ACOO, Administration and Finance Sector

MICHELLE MAE V. VIVO
Head Technical Assistant, Office of the COO

FROM : ROSANNA M. OLGADO
Manager, Administrative Services Department

SUBJECT : COVID-19 Support Mechanisms for TIEZA Personnel

DATE : 25 August 2020

May we request your signature on the attached document relative to the above subject.

Thank you.



**TOURISM
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MEMORANDUM FOR THE CHIEF OPERATING OFFICER

THRU : THE HEAD TECHNICAL ASSISTANT
Office of the Chief Operating Officer

THE ASSISTANT CHIEF OPERATING OFFICER
Administration and Finance Sector

FROM : THE MANAGER
Administrative Services Department

SUBJECT : COVID-19 SUPPORT MECHANISMS FOR TIEZA PERSONNEL

DATE : 25 AUGUST 2020

In view of COVID-19 developments in the TIEZA workplace, may we propose for the provision of the following based on the approved Guidelines for COVID-19 Positive TIEZA Employees:

1. **COVID-19 Care Package** for TIEZA COVID-19 positive personnel and close contacts* The package shall comprise the following :
 - a. **COVID-19 Kit worth PhP 1,000.00** consisting of thermometers, immune booster vitamins and/or supplements, hygiene sanitary gears, etc. The kit shall be given to our COVID-19 positive personnel and those considered close contacts* of the latter.
 - b. **COVID-19 Support worth PhP10,000.00** for our COVID-19 positive personnel.
2. **COVID-19 Assistance amounting to PhP20,000.00** for all our personnel, including our Job Orders and Contract of Service Personnel

Given the still volatile situation of the COVID-19 Pandemic in the country **the COVID-19 Assistance** shall be the organization's means to economically enable our personnel to personally finance their families' rapid/swab testing, as well as purchase COVID-19 essential items and incidentals to protect themselves and their families from COVID-19 (i.e. face masks, medications, vitamins, cleaning, sanitation and disinfection supplies, etc.)

For the Chief Operating Officer's consideration and approval.

APPROVED/DISAPPROVED:

POCHOLO J.D. PARAGAS
Chief Operating Officer

Budget Availability:

RODOLFO E. ANCHETA
Manager
Financial Services Department

*In accordance with DOH's Administrative Order no. 2020-0013 dated 9 April 2020, a close contact is a person without proper personal protective equipment (PPE) who is providing direct care for a confirmed COVID-19 case and a person who had direct physical contact, or lived, worked, transacted or travelled in close proximity (less than 1 meter) for more than 15 minutes with a confirmed COVID-19 case.



MC 10, s. 2020

MEMORANDUM CIRCULAR

TO : ALL HEADS OF CONSTITUTIONAL BODIES; DEPARTMENTS, BUREAUS, AND AGENCIES OF THE NATIONAL GOVERNMENT; LOCAL GOVERNMENT UNITS; GOVERNMENT-OWNED OR CONTROLLED CORPORATIONS WITH ORIGINAL CHARTERS; AND STATE UNIVERSITIES AND COLLEGES

SUBJECT : 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

Pursuant to **CSC Resolution No. 2000540** promulgated on **May 7, 2020**, the Commission adopted the following 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:

1.0 Scope and Coverage

These revised interim guidelines shall cover all government agencies and instrumentalities, namely: Constitutional Bodies, Departments, Bureaus, and Agencies of the National Government, Government-Owned or Controlled Corporations (GOCCs) with original charters, Local Government Units (LGUs), and State Universities and Colleges (SUCs).

2.0 Alternative Work Arrangements

Government agencies may adopt any or a combination of the following alternative work arrangements:

- 2.1 **Work-from-Home** – refers to an output-oriented work arrangement that authorizes the worker to produce outputs/results and accomplishments outside of the office.
- 2.2 **Skeleton (Skeletal) Workforce** – refers to a work arrangement where a minimum number of employees is required to man the office to render service when full staffing is not possible.

Bawat Kawani, Lingkod Bayani

- 2.3 **Four-day (Compressed) Workweek** – refers to a work arrangement whereby the employees' workweek is compressed to four (4) days each week.
- 2.4 **Staggered Working Hours** – refers to a work arrangement applicable to offices/agencies that observe work shifting or flexible working time. For this purpose, staggered working hours refers to the existing 24/7 shifting schedule and the flexible working time schedule.
- 2.5 **Other Alternative Work Arrangements** – refer to work arrangements consisting of a combination of the above enumerated work arrangements or other work arrangements appropriate/applicable to the agency subject to the prevailing community quarantine in the area where the agency is located and the nature of work/job performed by the employee/s.

3.0 Parameters in the Implementation of Alternative Work Arrangements

3.1 Work-from-Home

- a. The work-from-home arrangement shall be adopted in areas placed under Enhanced Community Quarantine (ECQ) by the President;
- b. The work-from-home arrangement may be adopted in areas placed under General Community Quarantine (GCQ) where public transportation shall operate at a reduced capacity and physical/social distancing is required in the workplace.
- c. Employees who are below 21 years old and those who are 60 years old and above, as well as those with immunodeficiency, comorbidities, or other health risk, and pregnant women, including those who reside with the aforementioned, and are residing in areas placed under GCQ, shall be under work-from-home arrangement, except when their services are indispensable under the circumstances or when office work is permitted.
- d. Work-from-home arrangements may be allowed for the following tasks:
 - 1. research;
 - 2. policy formulation/review/amendment;
 - 3. project work, including but not limited to, drafting of proposals/project studies/training modules;
 - 4. data encoding/processing;
 - 5. adjudication of cases or review of cases, including legal work;
 - 6. budget planning and forecasting;
 - 7. recording, examination and interpretation of financial records and reports;

8. evaluation and formulation of accounting, auditing and management control systems;
 9. computer programming;
 10. database maintenance;
 11. design work/drafting of drawing plans;
 12. preparation of information materials;
 13. sending/receiving e-mail;
 14. HR tasks, e.g. computation of leave credits, preparation of payroll etc., as the case maybe; and
 15. other analogous tasks which require the use of a computer and the World Wide Web (Internet) for reading, encoding, printing or submission of written outputs for the review, evaluation or final presentation/assessment of the immediate supervisor, the head of office or the management.
-
- e. To facilitate the implementation of the work-from-home arrangement, the agency head shall ensure the following:
1. The employees are given tasks to be performed to the full extent possible in terms of man-days per work week.
 2. Employees under work-from-home shall make themselves available during the work hours that they are at home.
 3. The employees have access to or is provided with any communication equipment or facilities, such as computer/laptop, internet or e-mail, facsimile, telephone or mobile phone.
 4. Appropriate measures such as Pledge of Confidentiality of Information, Data encryptions, etc. are in place to ensure protection of data used and processed by the employees pursuant to Republic Act No. 10173 or the Data Privacy Act of 2012.
 5. The confidential and proprietary information are protected and secured at all times.

3.2 Skeleton (Skeletal) Workforce

- a. During ECQ, skeleton workforce may be allowed unless a different operational capacity is provided in agencies providing health and emergency frontline services, border control, and other critical services as identified in the IATF Omnibus Guidelines on Community Quarantine;
- b. The employees assigned as skeleton workforce, during ECQ, shall be issued the necessary travel/office orders, in addition to the office-issued IDs for proper identification.

- c. Agencies located in areas placed under the GCQ shall use skeleton workforce as one of its alternative work arrangements.
- d. In case the duty or work schedule of an employee assigned as a skeleton workforce falls on a regular holiday, the required 40-hour workweek shall be considered as complied. However, if the employee is required to report, he or she should be entitled to additional compensation like overtime or compensatory time off (CTO), among others.
- e. The employees assigned as skeleton workforce shall be entitled to Hazard Pay on top of the Compensatory Time Off or Overtime Pay, as well as other applicable allowances, subject to accounting and auditing rules and regulations.

3.3 Four-day (Compressed) Workweek

- a. The four-day workweek may be used as one of the alternative work arrangements of the agencies located in areas placed under GCQ which are identified either as moderate-and low-risk in the spread of COVID-19.
- b. The 4-day workweek may be observed as follows: Monday to Thursday, Tuesday to Friday, Monday to Tuesday and Thursday to Friday or a combination of the 4-day workdays to ensure that there are employees reporting the whole workweek.
- c. In case a regular holiday falls within the scheduled workweek of the employee, the required 40-hour workweek shall be considered as complied except employees of agencies who are required to provide skeleton force in health emergency frontline services, border control and other critical services that is required to operate on a 24/7 work schedule.

3.4 Staggered Working Hours

- a. The agency shall strategize the adoption of the staggered working hours of employees to limit the number of officials and employees in an office at any given time. Example: 7:00 a.m. to 1:00 pm, and 1:00 pm to 7:00 pm.
- b. The agency head, in consultation with the employees, shall prepare the staggered work schedule in light of the present situation.
- c. The agency head shall ensure that the employees remain flexible in making themselves available for work duties outside of core hours if required.

3.5 Other Alternative Work Arrangements

- a. Agencies may adopt other alternative work arrangements that are appropriate/applicable to their functions as well as their place of work other than the above-enumerated work arrangements.
- b. Agencies may use a combination of the above enumerated work arrangements or a combination with the other work arrangements it adopted, such as three-day workweek and 2 days work-from-home arrangement to complete the 40-hour workweek.

4.0 Support Mechanisms

The agency head shall ensure that all workers are afforded with the following adequate support mechanisms:

- a. Health/psychosocial interventions like stress debriefing;
- b. Provision of appropriate personal protective equipment (PPE) to frontline service providers and employees;
- c. Reduced working hours, as authorized by the President;
- d. Reasonable transportation facilities and housing quarters shall be provided to employees assigned as skeleton workforce, whenever practicable, and subject to accounting and auditing rules and regulations;
- e. Reasonable expenses incurred during the work-from-home may be defrayed by the agency subject to accounting and auditing rules and regulations; and
- f. Other monetary and forms of incentives as may be allowed by the Office of the President or other authorized agencies or upon approval of the heads of agencies subject to accounting and auditing rules and regulations.

5.0 General Guidelines

- 5.1 The alternative work arrangements shall be adopted only for the duration of the State of National Emergency or until lifted by the President.
- 5.2 The agency head shall give priority to the preferred schedule of employees who are senior citizens, pregnant women, and persons with disabilities (PWD).
- 5.3 The following activities and precautionary measures should be implemented by agencies prior to the resumption of normal office operations:

- a. Disinfection or decontamination activities on all its buildings, facilities and office vehicles.

The disinfection should be part of the regular maintenance and upkeep of the agency.

- b. Conduct of health status survey to ensure that all those reporting to the office are in tip-top shape and that no one is exhibiting any of the symptoms of COVID-19 disease.
- c. Modification of the workplace layout to ensure observance of physical distancing requirements of those who will be reporting to the office.

5.4 For alternative work arrangements that require physical presence in the office premises, physical distancing requirements should always be observed.

5.5 Agencies shall implement minimum health standards protocol at all times such as wearing of face masks, taking of body temperature, and presence of sanitation stations.

5.6 Agencies may use videoconferencing/teleconferencing in conducting meetings to minimize face to face interaction.

5.7 Agencies shall adopt a monitoring mechanism such as submission of daily/weekly accomplishment report/s, etc., during the implementation of the alternative work arrangements to ensure that public service delivery is not prejudiced.

5.8 Agencies shall formulate their internal rules and regulations governing the alternative work arrangements they adopted and implemented in their agency. Said guidelines shall include the work arrangements of its personnel who are in transit (daily/weekly) in reporting to work and going home from the ECQ area to GCQ area or vice-versa, or from the quarantine free area to ECQ or GCQ area.

5.9 Agencies shall submit a report on the implementation of the alternative work arrangements to the Civil Service Commission through the CSC Regional Offices for policy formulation and records purposes.

6.0 Repealing Clause

This Resolution amends CSC Resolution No. 2000481 dated March 11, 2020 and all other existing guidelines which are inconsistent with these Revised Interim Guidelines are deemed repealed or modified accordingly.


7.0 Effectivity

This interim guidelines shall take effect retroactively on March 16, 2020, the date of the President's declaration placing the country under the State of Calamity and the imposition of ECQ throughout Luzon and other areas and shall remain in force until the State of National Emergency has been lifted by the President of the Philippines.


ALICIA dela ROSA-BALA
Chairperson

May 7, 2020

//HRPSO/RBE/JLT/MGC/bam

	TOURISM INFRASTRUCTURE AND ENTERPRISE ZONE AUTHORITY		
	CONFIRMED COVID-19 CASES IN THE TIEZA WORKPLACE	Effectivity Date	
		Revision Level	0
	POLICIES & GUIDELINES	Document Code	ADSD.HRPG.05

I. COVID-19 PROTOCOLS

The following are the protocols once a TIEZA employee is confirmed positive of COVID-19 thru the result of the reverse transcription polymerase chain reaction (RT-PCR) test and certified by proper health authorities:

1. The affected TIEZA office shall be declared under lockdown and will be off-limits for at least 24 hours for deep cleaning and disinfection;
2. Management shall assess the level of possible transmission or exposure of all personnel to the co-employee who contracted the COVID-19 virus;
3. Management, through the Department and/or Division Managers, shall establish how the confirmed COVID-19 positive employee acquired the virus. The virus may have been acquired thru the following circumstances (per CSC MC No. 08, s. 2020):
 - a. Official or personal travel from countries with or without localized COVID-19 transmission (for personal travel, personnel must specify if they were issued an Authority to Travel by management);
 - b. Official or personal local travel from areas under community quarantine or in areas with or without localized COVID-19 transmission;
 - c. Localized transmission/s while in the performance of official functions (i.e. as frontline service worker, those who are under alternative work arrangements, or through exposure from co-employee/s who contracted the COVID-19); and
 - d. Local transmission/s due to personal or non-work-related activities;


II. COVID-19 CONTROL MEASURES

The office shall undertake the following control measures to mitigate the risk of transmission of the virus in the workplace:

1. **Rapid Anti-body Testing/Rapid Testing** shall be done to personnel who may be exposed to the virus in the workplace. As far as practicable, personnel shall undergo the rapid testing in a laboratory/health facility accredited by TIEZA.

For personnel who underwent rapid testing, a negative result will suffice for management to allow such personnel to physically return to work.

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Personnel who had a positive result in the rapid testing shall automatically undertake an RT-PCR test (please refer to Provision II.3 of these guidelines for the RT-PCR Testing protocols).

2. **Mandatory 14-day self-quarantine.** Personnel who may have been exposed to the virus through any circumstance stated in Provision I.3 shall undergo a mandatory 14-day self-quarantine and must abide by the following protocols:

- a. **Immediately inform their Barangay officials and/or their Barangay Health Emergency Response Team (BHERT)** and the need for the mandatory 14-day self-quarantine.

Depending on the health of the personnel, the BHERT shall inform the personnel if he/she will undergo a 14-day quarantine period or be referred to a COVID-19 hospital for treatment (please refer to Provision III.3 for the COVID-19 treatment protocols).

- b. **Should the personnel be required by the BHERT to undergo a 14-day quarantine period,** personnel must inform his/her Immediate Supervisor as soon as possible and submit an application for leave of absence due to required quarantine leave, with a Barangay Medical Certificate attached to the leave application (per CSC MC No. 08, s. 2020):.


- c. After undertaking the 14-day quarantine period, the personnel must submit to the HRD the following:

1. A Certificate issued by government/private physician that the personnel has submitted himself/herself for monitoring/investigation, as applicable;
2. A Completion of Quarantine Certificate issued by the local quarantine/health official; and
3. A Medical Certificate that he/she is cleared to report back to work.

3. **RT-PCR Testing.** Depending on the magnitude of the transmission of the virus in the workplace, the office may decide to conduct RT-PCR testing to personnel who may be exposed to the virus.

- a. After the conduct of the RT-PCR Test, personnel and his/her close contacts shall automatically undertake the 14-day self-quarantine until the test result is released.
- b. A **negative RT-PCR result** will suffice for management to allow above personnel to physically return to work.

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- c. Management may also opt for above personnel to complete the 14-day quarantine period before being allowed to report back to work, with above personnel adhering to the protocols stated in Provision II.2.

III. PROTOCOLS FOR PERSONNEL WHO ARE CONFIRMED COVID-19 POSITIVE

1. Upon the receipt of the result from the provider, HRD shall inform COVID19 positive personnel and his/her family.
2. **Personnel shall immediately inform their Barangay officials and/or their Barangay Health Emergency Response Team (BHERT) about the positive RT-PCR result.**


At this point, depending on the health of the personnel, the BHERT shall inform the personnel if he/she will need to undergo a 14-day quarantine period or be referred to a COVID-19 hospital for treatment (please refer to Provision III.4 for the COVID-19 treatment protocols).

3. **Should the personnel be required by the BHERT to undergo a 14-day quarantine period**, personnel shall abide by the protocols indicated in Provision II.2 of these guidelines)
4. **If the personnel is recommended by the BHERT to be treated in a hospital due to COVID-19**, personnel must inform his/her Immediate Supervisor as soon as possible and submit an application for leave of absence due to required COVID-19 treatment leave, with a Barangay Medical Certificate attached to the leave application.

Personnel shall not be allowed to report back to work without the submission to the HRD of the following documents:

- a. A Certificate issued by government/private physician that the personnel has submitted himself/herself for monitoring/investigation, as applicable;
 - b. A Completion of Quarantine Certificate issued by the local quarantine/ health official;
 - c. A Medical Certificate that he/she is cleared to report back to work; and
 - d. Medical Records showing that he/she was treated of COVID-19, signed by the attending physician
5. **For TIEZA personnel who are close contacts or who may have a risk of exposure to the virus** through a co-employee who was confirmed positive of COVID-19,

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management shall undertake the measures enumerated in Provision II of these guidelines.

IV. SUPPORT MECHANISMS

1. Health/psychosocial interventions like stress debriefing/management, webinars, support group, etc.
2. Provision of care package for the COVID19 positive employee and those who have close contact with him/her, which may include immune booster supplements, e.g., vitamin C, herbal medicine such as ginger, turmeric, lemon, hygiene/sanitary kits, etc.
3. Monitoring of any developments primarily by the immediate supervisor, in coordination with the HRD.
4. Other forms of assistance as may be allowed by the Chief Operating Officer subject to accounting and auditing rules and regulations.

V. ASSOCIATED DOCUMENTS


This document should be read in conjunction with the following policies and/or guidelines:

1. Proclamation No. 922 – Declaring A State of Public Health Emergency Throughout the Philippines
2. Proclamation No. 929 – Declaring A State of Calamity Throughout the Philippines Due to Corona Virus Disease 2019
3. CSC MC No. 08, s. 2020 - Revised Interim Guidelines on the Use of Leave Credits for Absences Due to Quarantine and/or Treatment Relative to the Coronavirus Disease-2019 (COVID-19)
4. CSC MC No. 10, s. 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
5. All other current and future government issuances relating to COVID-19 measures.

VI. EFFECTIVITY

These protocols shall become effective immediately on the date stated herein and shall be strictly implemented whenever a case of COVID-19 in the TIEZA workplace has been confirmed.

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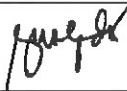

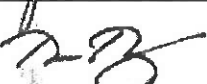
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In the event that any part of these protocols become inconsistent with future government issuances, the latter shall prevail and be implemented pending the revision of the inconsistent part/s.

VII. REVISION HISTORY

Revision Level	Approval Date	Description of Changes
0	13 July 2020	Initial version.

VIII. APPROVALS

Name/Designation	Signature
JOSEFINA U. SORIANO MANAGER, HUMAN RESOURCE SERVICES DIVISION	
ROSANNA M. OLGADO MANAGER, ADMINISTRATIVE SERVICES DEPARTMENT	
ATTY. JOY M. BULAITAN ASSISTANT CHIEF OPERATING OFFICER, ADMINISTRATION AND FINANCE SECTOR	
POCHOLO J.D. PARAGAS CHIEF OPERATING OFFICER	

IX. INFORMATION DISSEMINATION

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