



Republic of the Philippines
Tourism Infrastructure & Enterprise Zone Authority

MEMORANDUM FROM THE OFFICE OF THE CHIEF OPERATING OFFICER

TO : ALL SECTOR HEADS
 ALL DEPARTMENT MANAGERS/OFFICE HEADS
 ALL DIVISION MANAGERS

SUBJECT : WORK PROTOCOL GUIDELINES

DATE : 14 OCTOBER 2021

In view of the downgrading of the IATF alert level in the NCR to **GCQ Alert Level 3** from 16-31 October 2021, be informed of the following work protocols that will be implemented in the TIEZA Main Office effective 16 October 2021:

1. **Operational capacity.** All managers shall assign a skeleton workforce of **30% of their personnel per workday**;
2. **Continuous delivery of services.** Regardless of the NCR's alert level, the Authority remains fully operational so as not to prejudice public service delivery, subject to the flexible work arrangements presently implemented by the organization;
3. **Work arrangements.** The assigned skeleton workforce shall **report to the office twice a week**. Managers must ensure that the offices are manned by their respective personnel from Monday to Thursday so as not to impede office deliverables and public service delivery;
4. **Work outputs/deliverables.** Regardless of the work arrangements and NCR alert levels, managers must ensure that:
 - a. Office work and commitments/obligations are not disrupted; and
 - b. Monitor and ascertain that all personnel are given tasks to be performed per workweek and that they are producing the assigned outputs/deliverables commensurate to the compensation given to them by the Authority;
5. **Work-from-Home (WFH) deliverables.** Managers are to assign WFH tasks/deliverables to all their personnel so as not to impede office/business requirements. Managers must also ensure that the assigned tasks are promptly accomplished, most especially WFH deliverables.
6. **Work schedule adjustments.** Personnel work schedules may be occasionally modified by the managers, upon approval of their respective ACOOs, due to the exigency of the service;
7. **Workplace health safety measures.** Minimum public health standards and precautionary measures in the TIEZA workplace are to be strictly observed at all times. **Even if fully vaccinated, everyone could still get infected with COVID-19. So, all are advised to continuously observe the minimum public health standards and proactively avoid the 3Cs that pose a higher risk of COVID-19 transmission:** crowded places, closed-contact settings, and closed spaces with poor ventilation. The Interim Protocols in the Workplace vis-à-vis the COVID-19 Pandemic shall remain in effect; and
8. **Pay adjustments.** Managers are to coordinate with the ADSD for adjustments in pay and/or working days for personnel who refuse to report to work due to the exigency of the service or failed to deliver the required outputs while on work-from-home (WFH) arrangements.

For everyone's information and strict compliance.


MARK T. LAPID
 Chief Operating Officer ⁷³

10/19/21