


QUALITY STANDARD SYSTEM MANUAL	 HALCYON MARINE HEALTHCARE SYSTEMS	DOCUMENT NO. QWI 30.0	EFFECTIVITY DATE: November 12, 2019
		PREPARED BY: Marilar F. De Guzman, MD QAM	REVISION NO.: 5 APPROVED BY: Glennnda E. Canlas, MD Medical Director
SUBJECT: WORK INSTRUCTIONAL MANUAL FOR SAFETY & SECURITY			

I. PURPOSE:

The Security personnel is the company's resource for asset protection programs. Hence, it is essential that the duties and responsibilities of every personnel on duty are clearly defined according to the specific roles that the guard should perform while on a particular post or area of responsibility.

This policy herein will govern the responsibilities of the security personnel working with Halcyon Marine Healthcare Systems, Inc. (HMHS).


II. HMHS LIST OF ON DUTY SECURITY PERSONNEL

1. Internal Security Personnel
2. Roving Security Personnel
3. Security Personnel at Buendia Avenue Entrance and Exit
4. Security Personnel at Urban Avenue Entrance and Exit
5. Security Personnel in the Receiving Area
6. Spotter
7. Activator
8. Night Shift Security Personnel - Roving
9. Night Shift Security Personnel at the Urban Avenue Entrance and Exit

III. JOB DESCRIPTION OF THE FOLLOWING HMHS SECURITY PERSONNEL

1. INTERNAL SECURITY PERSONNEL

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- 1.1 Conduct random inspection in the entire clinic and offices both Ground and 3rd floors.
- 1.2 Check all facilities including completeness of manpower of all assigned agency security personnel in different post.
- 1.3 Regularly updates management team on the daily operations including irregularities.
- 1.4 Report to GMO on unit with incomplete manpower.
- 1.5 Assists agency security personnel assigned in different post during operations and if necessary during break time.
- 1.6 Assists agency security personnel during an emergency situation. (Refer to QHM 3.0 Security and Safety Policy & Procedure)
- 1.7 Assists the conduct of regular hourly roving patrol using Guard Tour System (GTS). Please refer to 6.2 QHM 3.0
- 1.8 Assists the Receiving Guard (Access Control Area) in controlling and managing patients upon entering the lobby.
- 1.9 Escorts the visitors or VIPs.
- 1.10 Randomly conducts pedestal and cabinet inspections for use of restricted items during working hours such as personal phone, gadgets and bags.
- 1.11 Oversee and monitor the daily security operations.

2. ROVING SECURITY PERSONNEL

2.1 Conduct hourly roving inspection in the entire clinic and offices of Ground and 3rd floors using Guard Tour System (GTS). The following are the GTS Checkpoint/ Route to be patrolled and checked;

- xi. **Testing Area** - covers the Testing Area going to Urban Avenue Emergency Exit.

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- xii. **Accounting Area** - covers the area of Accounting, Documentation, Processing and Account Specialist Unit.
- xiii. **Storage Area** - covers the area of Lockers and Storage/ Stock Room and Buendia Emergency Exit.
- xiv. **Pantry Area** - covers the area of Locker (Hallway), Pantry, MIS, GMO Office, Ideyalab, QA, Flexi Room.
- xv. **Executive Area** - covers the area of Executive Offices (Medical Director's Office, Conference Room, Admin/ Exec. Assist Area and Admin. Assist Area)
- xvi. **Medcor Area** - covers the area of HRMD Office, Follow-up and Account Specialist area.
- xvii. **History Area** - covers the Ground Floor Waiting Area, Records, Laboratory, Extraction, DAAT, Immunization, Cashier, History Taking and Server Room (Ground Floor).
- xviii. **PEME Area** - covers the PEME Follow Up Area and Utility Area.

2.2 Submit/ Endorse GTS Scanner to Night Shift Guard after shift.

2.3 Submit Situation Report (SitRep) via text messages covering the period of 6:00AM to 8:00AM; 8:00AM to 2:00PM or as needed by using these format:


- I. Clinic Status :
- II. Incidents (if any) :
- III. Action Taken :
- IV. No. of clients (NEW, FF and others) :
- V. No. of visitors :
- VI. Other Activities :
- VII. Fire/ Life Safety Equipment Status :
- VIII. Weather Update :

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- 2.4 Arrange and redirect patient's transactions at the lobby.
 - a. Line 1: For patients with referral, but no online registration.
 - b. Line 2: For follow-up patients and continue PEME.
 - c. Line 3: For appointed patients with PEME Number and no PEME ID including "Rush" patients with endorsement from the PEME Account Specialist.
- 2.5 Assists and redirects patients with utmost courtesy.
- 2.6 Controls and manages patients upon entering the lobby.
- 2.7 Assists and directs patients to the Follow-up Receptionist and have them log to the Triage logbook at the Lobby reception.
- 2.8 Escort the visitors or VIP's.
- 2.9 Disallow patients/ clients to obtain any photo or video recording in the clinic's premises. Deletion of the photo or video shall be done immediately.
- 2.10 Ensures that room doors at the clinic are open when no patient is inside.
- 2.11 Ensures that patient's ID is hangs outside the room door's door knob when a patient is inside the room.
- 2.12 Ensure that no HMHS employees will be staying with other units when there is no patient, provided that reason is work related.
- 2.13 Randomly conducts pedestal and cabinet inspections for use of restricted items during hours such as personal phones, gadgets and bags.
- 2.14 Oversee and monitor the daily security operations and security personnel.
- 2.15 Assist or relieve the on guard on duty during break time.
- 2.16 Attends to any situation encountered by other Security Personnel.
- 2.17 Ensures that all emergency access doors are free from any obstruction.
- 2.18 Reports any security breach and violations to the General Manager for Operations. Any patient or visitor where identity is unverifiable shall be reported.

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Advise the patient or visitor in question and escort him/ her out from the clinic's premises.

2.19 Prepare and submit a list of Follow Up patients beyond cutoff every morning.

2.20 Prepare and submit an incident/ observation report using the Incident Report Form to the Security Officer on time.

2.21 Prepare and submit Weekly Accomplishment Report and Daily Inspection Report.

3. SECURITY PERSONNEL AT THE BUENDIA ENTRANCE/ EXIT DOOR

Access Control

3.1 Greets all incoming clients, employees and visitors with a smile.

3.2 Strictly enforce a "No ID, No Entry" policy for all employees.

3.3 Conduct body frisking and bag inspection to all incoming and outgoing employees, contractual workers, clients and visitors.

Note:

a. Bag inspection must be done using the inspection stick.

b. Male security Guard will perform body frisking for male. Likewise, the Female Security Guard will perform body frisking for females.


3.4 Prohibits access of clients or visitors wearing inappropriate attire such as shorts, sleeveless and slippers.

3.5 Assists VIP's or scheduled visitors and coordinate their arrival directly to the GM for Operations or concerned HMHS Staff and wait for further instruction/s.

3.6 All unscheduled visitors must be screened properly. Obtain and log their name, company, the purpose of the visit and name of the person to be visited.


3.7 Advise thru radio or call the concerned manager, supervisor or staff regarding the purpose of the visit.

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- 3.8 Advise the visitor to log in the visitor's logbook and surrender his/her valid ID for issuance of HMHS visitor's ID and visitor's pass.
- 3.9 All suppliers and medical representative must be endorsed to Urban Security for proper recording.
- 3.10 Request patient to present a photocopy of their Seaman's Book and Passport before allowing entry.
- 3.11 Remind the patient to complete information needed in the referral form including zip code if the form is incomplete.
- 3.12 Patient is not allowed to enter within the clinic premises or to proceed with PEME if the data in the referral form is incomplete.
- 3.13 Verify the status of the patient and direct them to their line accordingly
- Line 1: For patients with referral, but no online registration
 - Line 2: For follow-up patients and to continue PEME
 - Line 3: For appointed patients with PEME Number and No PEME Number including "Rush" patients with endorsement from the PEME Account Specialist.
- 3.14 If the patients and clients wish to go on break or have their lunch outside, stamp a HALCYON logo on their wrist and advise them to wear their ID.
- 3.15 Verify the documents of the client or patient before leaving the clinic.
- 3.16 All doctors shall log in the doctor's logbook and ensure that they are wearing their ID.
- 3.17 Doctors without ID must secure a visitor's ID which needs to be surrendered at the end of the day.
- 3.18 Security Personnel shall restrict employees to access in his/ her area without the permission of the Manager during non-working days or holidays.

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3.19 List of patients or visitors banned from the company shall be strictly monitored through their names, photos and shall not be allowed to enter the premises.

Recording and Reporting

3.20 Make sure that all logbooks are controlled and properly labelled.

3.21 Maintain a clear and orderly logbook for recording of activities, instructions, order and HMHS issued equipment.

3.22 Prepare and submit incident/ observation report to the Security Officer on time or any unusual occurrences noted while on duty.

3.23 Log all company properties pulled out from clinic premises.

3.24 Log all incoming materials, equipment and supplies including the delivery receipt numbers.

3.25 Log the time in and out of all employees during working and non-working days.

4. SECURITY PERSONNEL AT THE URBAN ENTRANCE/ EXIT DOOR

Access Control

4.1 Greets all incoming clients, employees and visitors with a smile.


4.2 Strictly enforce a "No ID, No Entry" policy for all employees.

4.3 Conduct body frisking and bag inspection to all incoming and outgoing employees, contractual workers, clients and visitors.

Note:


- a. Bag inspection is done using the inspection stick.

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- b. Male Security Guard will perform body frisking for male. Likewise, the Female Security Guard will perform body frisking for females.
- 4.4 Prohibits access of clients wearing inappropriate attire, such as shorts, sleeveless and slippers.
- 4.5 Records employees' time in and out in the employee's logbook.
- 4.6 Assists VIP's or scheduled visitors, log their names in the visitor's logbook and coordinates the arrival of VIP's or visitors directly to the GM for Operations or concerned HMHS staff and wait for further instruction/s.
- 4.7 All unscheduled visitors must be screened properly. Log visitor's name, company, the purpose of the visit and the name of the person to be visited.
- 4.8 Advise thru radio or call the concerned manager, supervisor or staff regarding the concern of the visitor.
- 4.9 Advise the visitor to log in the visitor's logbook and surrender his/her valid ID for issuance of HMHS visitor's ID and visitors pass.
- 4.10 All suppliers, contractors and medical representative are categorized as a visitor and must follow the HMHS Security Protocol.
 - a. Suppliers must secure a signed/approved gate pass during delivery and pull out items in the clinic.
 - b. In case of repair, maintenance, carpentry works and other services availed by the clinic from an accredited contractor, verify first their work permits, job order, name of contractor and workers based on the submitted list of the Administration Manager to the HRMD and conducts bag inspection and body frisking.
 - c. All workers should observe proper work attire and use of PPEs (Personal Protective Equipment) or safety gadgets while working.
 - d. Ensures that contractors will work and stay only where they are supposed to be working.

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- e. Explain the "Do's and Don'ts" to the contractors while working within the premises.
 - i. Contractors will work and stay only where they are supposed to do the work.
 - ii. Bags are not allowed inside the premises.
 - iii. Use of the company tools, furniture and equipment in doing their work is not allowed.
 - iv. Contractors are not allowed to roam in the clinic and gain access to any company property other than the specified scope of service or job order.
 - v. After the completion of the job order, contractors are not allowed to stay or hang out inside the clinic and the Security Personnel shall check the area for damages or missing items.
- f. Reminds the utility personnel to clean the area. The area must be free from any clutter and all furniture and equipment must be in its proper place.
- g. In case of irregularities observed, the Security Personnel shall report the incident immediately to the Administration Manager.
- h. The Security personnel have the authority to order any contractor to stop operations in case of security and safety breaches, including disruptions to the conducive work environment of company employees and operations. All repair or maintenance works within the company premises shall observe proper housekeeping, non smoking etc. as per the company protocol.
- i. Upon completion of work, the Security Personnel shall conduct a bag inspection, a record of time out and release of IDs of contractors.

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4.11 Authorize signatories for the Employee and Gate pass:

Medical Services, Accounting and MIS Dept	- Judy R. Halago,
MD	
QA Department	- Marilar F. De Guzman
Administrative Department	- Aurora S. De Jesus
Human Resources Department	- Grace A. Guevarra

Visitor's pass must be signed by the person visited.

4.12 Verify clients and direct them to proceed to the reception for logging in the record sheet.

4.13 If the patients/clients wish to go on break or have their lunch outside, stamp a HALCYON logo on their wrist and advised them to wear their ID.

4.14 Verify client/s or patient's document before leaving the clinic.

4.15 All doctors and consultants shall log on doctor's logbook and ensure that they are wearing their ID. ID must be surrendered at the end of the day.


4.16 All employees going out for whatever purpose must secure a signed employee pass from their respective Manager.

4.17 Security Personnel shall allow the employee to go out of the clinic anytime for any purpose provided a signed employee pass by their Manager is submitted. Submission of unsigned employee pass is allowed only during break time, the schedule is based on the schedule provided by the HRMD.

4.18 List of visitors banned from the company shall be strictly monitored through their names, photos and shall not be allowed to enter the premises.

4.19 Security Personnel must control vehicles being parked at the parking slot assigned to HMHS.

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- Parking Slots #1, 2 and 3 (Executive)
- Parking Slot #4 (HMHS Staff)
- Parking Slot #5 (Specialist)
- Parking Slot #6 (HMHS Staff)
- Parking Slots #7 and 8 (Wellness Client)


Key Control

- 4.20 Ensure that the daily inventory of keys is done.
- 4.21 In the event of lost or damaged keys or lockset, report or provide an Incident Report to the Administrative Manager.
- 4.22 Duplication of keys is not allowed without management's approval.
- 4.23 Endorse keys properly to the relieving guard.
- 4.24 Accomplish the Key Control Logbook properly.

Recording and Reporting

- 4.25 Ensure that all logbooks are controlled and properly labelled.
- 4.26 Maintain a clear and orderly post logbook for recording of activities, instructions, order and HMHS issued equipment.
- 4.27 Prepare and submit incident/ observation report of the HMHS Security Officer on time or any unusual occurrences noted while on duty.
- 4.28 Log all company properties pulled out from the clinic premises.
- 4.29 Record all incoming materials, equipment and supplies including the delivery receipt numbers.
- 4.30 Record the time in and out of all employees/ persons during working and non-working days.


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5. SECURITY PERSONNEL IN THE RECEIVING AREA


- 5.1 Asks the patient and visitors to submit their valid ID for proper identification.
- 5.2 For visitors, issue a Visitor's ID and Visitor's Pass. Remind them to have the visitor's pass signed by the concerned employee whom they visited.
- 5.3 For patient, ensure that they record their name and time of arrival in record sheet based on the below category:
 - I. New Patient record (SEC-001)
 - II. Follow up patient record (SEC-002)
 - III. Continue PEME record (SEC-003)
 - IV. Hand Carry Patient Logbook (SEC-004)
- 5.4 Issues a HMHS color-coded IDs based on below category
 - I. BLUE - New patient
 - II. GREY - Follow up patient
 - III. YELLOW - Patients for continuing PEME
 - IV. GREEN - Visitor for request to hand carry a medical certificate from the Releasing Unit.
 - V. BROWN - Out-patient
- 5.5 Redirects or assists patient to fall in line based on the identified category.
- 5.6 Assists patient on their queries regarding testing directions.
- 5.7 Provides update or report number and list of patients for GM for Operations monitoring purposes.
- 5.8 Ensure that the patient records his/her time out in the record sheet and returns the HMHS ID.
- 5.9 Return the submitted ID of the patient or visitor and ensure that the HMHS ID is returned.
- 5.10 Verify completeness of client/s or patient's document before leaving the clinic.

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- 5.11 A list of "UNFIT" (216) Patients with approval from General Manager for Operations shall be forwarded by Processing unit for screening.
- 5.12 If the patient is from EPSILON, CENTRAL MARE and KJCM, the guard will advise the patient to proceed to the Follow-up Receptionist in the lobby.
- 5.13 For Patients under West of England Package (WOE)
- Guard must check the company name of the patient and if it is listed therein, 2 pcs of passport size pictures should be submitted as part of the requirements.
 - If the patient is under Seacrest, the guard must check the vessel and 2 pcs passport size pictures should be submitted.
- 5.14 For patients under P&I Packages
- Guard must check the vessel under the patient's listed company and if it is listed therein, 2 pcs passport size pictures should be submitted as part of the requirements.
- 5.15 For a patient with email endorsement, check if the patient's company name is included in the list of patients with email endorsement for verification.
- 5.16 For a patient who is not listed with prior email endorsement from the company, request from the CSO to update and verify the name of the patient if an email has been forwarded by the company before allowing to proceed.
- 5.17 All Teekay Patients must have a Dental Clearance before allowing entry or proceeding with PEME proper.
- 5.18 A patient who is under Scanmar Principals will be requested to submit 2pcs of passport size pictured before allowing to proceed with PEME. The patient must be coordinated with the Account Specialist before allowing to leave the clinic premises.
- 5.19 Conduct inventory of IDs and report to the Admin Department in case of loss.

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6. SPOTTER

- 6.1 Control traffic at the hallways and kiosks area.
- 6.2 Checks the patient or visitor's ID and redirect them to the corresponding area based on the category.
- 6.3 For Follow Up Patients/ To come back patients (TCB) or with Pending test, assist and direct patients to the Follow up Receptionist.
- 6.4 Control Traffic Flow at the Follow Up Lane.
- 6.5 For New Patients/ Patients with email endorsements, assists patients in their queries on where to check and verify the email endorsement.
- 6.6 Patient who is waiting for his turn to use the Kiosk must be directed to the Officer's Lounge until a kiosk becomes vacant.
- 6.7 Those with PEME/ Follow Up Ticket must be directed to sit and wait in the waiting area based on their assigned cluster.
- 6.8 Advise patient to check their number to be flashed on the queuing monitor before proceeding with the test.
- 6.9 Assist patients if they have queries or concerns.

7. ACTIVATOR

- 7.1 Activate queuing number of incoming patients.
- 7.2 Input the queuing number in the activator and check the test/tests to be completed.
- 7.3 Verify the ticket if there is a pending test to be taken at the ground floor and advise the patient to complete all the tests at the ground floor prior to proceeding to the 3rd floor.
- 7.4 For urgent or rush cases, advise the CSO (Customer Service Officer) in order for the patient to proceed with the testing at the 3rd floor.

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- 7.5 Record the PEME No., Name, Time and Testing unit.
- 7.6 Stamp "3F Activated" on the upper portion of the ticket of the patient.
- 7.7 Advise the patient to proceed with the test.
- 7.8 If Activation failed, coordinate to MIS for the re-activation of queuing number.
- 7.9 Answer the queries of patients regarding directions and tests.
- 7.10 Control the traffic floor on the 3rd floor hallways.
- 7.11 Monitor patients or visitors who are taking photos or videos in the hallways or waiting area. Ask for the immediate deletion of the photo or video if any.

8. NIGHT SHIFT SECURITY PERSONNEL - ROVING

- 8.1 Conduct hourly roving inspection in the entire clinic and offices of Ground and 3rd floors using Guard Tour System (GTS). The following are the GTS Checkpoint/ route to be patrolled and checked;
 - i. **Testing Area** - covers the Testing Area going to Urban Avenue Emergency Exit.
 - ii. **Accounting Area** - covers the area of Accounting, Documentation, Processing and Account Specialist Unit.
 - iii. **Storage Area** - covers the area of Lockers and Storage/ Stock Room and Buendia Emergency Exit.
 - iv. **Pantry Area** - covers the area of Locker (Hallway), Pantry, MIS, GMO Office, Ideyalab, QA, Flexi Room.
 - v. **Executive Area** - covers the area of Executive Offices (Medical Director's Office, Conference Room, Admin/ Exec. Assist Area and Admin. Assist Area.
 - vi. **Medcor Area** - covers the area of HRMD Office, Follow-up and Account Specialist Area.

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vii. **History Area** - covers the Ground Floor Waiting Area, Records, Laboratory, Extraction, DAAT, Immunization, Cashier, History Taking and Server Room (Ground Floor).

viii. **PEME Area** - covers the PEME Follow Up Area and Utility Area.

8.2 Submit/ Endorse GTS Scanner to Security Office for the daily generation of report.

Please refer to Patrol Report.

8.3 Submits Situation Report (SitRep) via text message by 10:00PM or as needed by using these formats:

- I. Clinic Status :
- II. Incidents (if any) :
- III. Action Taken :
- IV. No. of clients (NEW, FF and others) :
- V. Last Employee :
- VI. Other Activities :
- VII. Fire, Life Safety Equipment Status :
- VIII. Weather Update :


8.4 Turn on the lamp post on the parking perimeter and building ledges both in the Urban Avenue side and Buendia Avenue side.

8.5 Turn on the lights in all emergency exit doors.

8.6 Turn off Lamp Post, lights in all emergency exit doors and ledges at 6AM.

8.7 Monitor Room Temperature of the Laboratory including the equipment temperature using the Laboratory Inspection Report Form by putting the room temperature under the word 'RM' and check mark under the "EQ". If the findings in the equipment is beyond the required temperature, cross mark must be put under the "EQ" and put the exact temperature under the "Remarks".

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8.8 Records all observations during roving inspection.

8.9 Prepare and submit an incident/ observation report to the Security Officer on time using the Incident Report Form.

9. NIGHT SHIFT SECURITY PERSONNEL - URBAN

Access Control

9.1 Conduct body frisking and bag inspection to all outgoing employees, contractual workers, clients and visitors.

Note:

a. Bag inspection is done using the inspection stick.

9.2 Prohibits access of contractual wearing inappropriate attire such as shorts, sleeveless and slippers during hot works or PMS.

9.3 Records employees' time in and out in the employee's logbook.

9.4 Assists VIP's or visitors, log out their names in the visitor's logbook upon leaving;


a. All suppliers, contractors and medical representative must secure a signed/ approved gate pass during delivery and pull out of items in the clinic.

b. In case of repair, maintenance, carpentry works and other services availed by the clinic from an accredited contractor, verify first their work permits, job order, name of contractor and workers based on the submitted list of the Administration Manager to the HRMD and conducts bag inspection and body frisking before and after their works.

9.5 In case of irregularities observed, the Security Personnel shall report the incident immediately to the Night Shift Roving Guard.

9.6 Authorized signatories for the Employee and Gate pass:

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SUBJECT: WORK INSTRUCTIONAL MANUAL FOR SAFETY & SECURITY			

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MD

QA Department - Marilar F. De Guzman,
MD

Administrative Department - Aurora S. De Jesus
Human Resources Department - Grace A. Guevarra

Visitor's pass must be signed by the person visited.

9.7 All employees with extended hours and wish to go out for whatever purpose must be coordinated with the office of the GM for Operations.

Key Control

9.8 Ensures that the daily inventory of keys is done before assuming the post.

9.9 In the event of loss or damage keys or lockset, report or provide an Incident Report.

9.10 Duplication of keys is not allowed without the management's approval.

9.11 Endorse keys properly to the relieving guard.

9.12 Accomplish the Key Control Logbook properly.

9.13 Ensures that all logbooks are controlled and properly labelled.

9.14 Maintain a clear and orderly post logbook for recording of activities, instructions, order and HMHS issued equipment.


9.15 Prepare and submit incident/ observation report of the HMHS Security Officer on time or any unusual occurrences noted while on duty.

9.16 Logs all company properties pulled out from the clinic premises.

9.17 Records all incoming materials, equipment and supplies including the delivery receipt numbers.

9.18 Records the time out of all employees/ persons during working and non-working days.

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9.19 Endorse post, duties and responsibilities to incoming guard after shift.

LIST OF LOGBOOKS:

1. Security Policy and Procedure Manual
2. SEC - 01 Visitor's Logbook
3. SEC - 02 Parking Logbook
4. SEC - 03 Hand Carry Patient Logbook
5. SEC - 04 Contractors Logbook
6. SEC - 05 Activation Logbook
7. SEC - 06 Suppliers/Medical Representatives Logbook
8. SEC - 07 Security Logbook
9. SEC - 08 Employee Logbook
10. SEC - 09 Walk-In Patient Logbook

IV. LIST OF FORMS

1. EXEC - 05 Visitor's Pass
2. EXEC - 07-01 Emergency Lights Inspection Checklist
3. EXEC - 08 Fire Extinguishers Inspection Checklist
4. EXEC - 13 Gate Pass
5. EXEC - 14 Employees Pass
6. EXEC - 18 Security Inspection Checklist
7. EXEC - 19 Incident Report Form
8. EXEC - 21 Laboratory Inspection Report

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