



# ASIAN LAND STRATEGIES CORPORATION

To : ALL ALSC Employee, Independent Contractors, Outsourced Workers  
From : MANCOM  
Copy : RBP, Metrojobs  
Date : May 26, 2020  
Ref./Rev : HRD-2020-0318/Rev-000  
Re : Interim Guidelines on Workplace Prevention and Control of CoViD-19

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## I. BACKGROUND

On March 16, 2020, to prevent the sharp rise of COVID-19 cases in the country, the entire Luzon was placed under Enhanced Community Quarantine (ECQ) until April 14, 2020.

On April 7, 2020, upon the recommendation of the Inter-Agency Task Force on Emerging Infectious Diseases (IATF-EID), the ECQ was extended until April 30, 2020.

On April 23, 2020, the ECQ was further extended until May 15, 2020 in select regions, including Region 3 (except Aurora Province), covering the province of Bulacan.

On May 12, ECQ was revised to modified ECQ (MECQ) in select provinces in Region III including Bulacan.

On June 1, 2020, the MECQ is expected to be downgraded to General Community Quarantine (GCQ). Hence, to prepare for eventual return to work, the company will be adapting new policies, guidelines and procedures, in line with government issued regulations concerning the prevention and control of COVID-19 in the workplace.

## II. REVISED WORK HOURS AND SCHEDULE

To achieve maximum social distancing arrangements and at the same time incur needed savings to ensure continuous operation amidst losses after the lockdown, the company will adapt the following work and operations schedule.

- A. Company operation hours will be from Monday to Friday, from 7AM to 7PM. Saturday and Sunday operations will be suspended until further notice.
- B. Employee work hours, however, will be reduced to consequently decrease the manpower headcount at any given day. Each employee will be required to render and be paid a 32-hour work week. The company will be flexible on how these hours can be scheduled. 8-hours, 10-hours, 11-hours shift schedules and work from home options will be made available and can be availed as applicable.

A roster template will be provided by Human Resources and managers and supervisors will be asked to assist in planning the shift schedules on a bi-monthly basis to correspond to payroll cutoffs

- C. All Sales activities, manning and tripping schedules will follow company operation hours, on skeletal setup. Sales Managers, Property Consultants and their affiliates are advised to limit face to face sales transactions in the office and accommodate tripping on strictly appointment basis. Sales and Marketing will come up with a procedure on Online Selling as soon as possible.
- D. All Site Offices and outsourced manpower, except for Security Services, will also follow company operation schedule. Outsourced laborers will render a 40-hour work week.

The Company will return to pre-ECQ work hours, schedule and pay as soon as the Government lifts all business restrictions and the threat of the COVID-19 is somehow neutralized.

### III. WORKPLACE SAFETY AND HEALTH

The following safety and health standards shall be implemented in all ALSC offices and site locations.

- A. Increase physical and mental resilience. All workers must ensure to maintain a healthy physique and well-being:
1. Eat nutritious and well-cooked food;
  2. Drink plenty of fluids and avoid alcoholic beverages;
  3. Quit smoking;
  4. Increase the body's resistance by having adequate rest and sleep
  5. Exercise regularly and maintain proper hygiene

The company shall be providing all employees and independent contractors a daily supply of Vitamin C to help boost the immune system.

- B. The Company shall implement the following measure to prevent the transmission of COVID-19 in the Workplace
1. ALSC employees, independent contractors and outsourced workers ("workers") will be allowed entry in the ALSC main building and site offices, observing the following strict measures:
    - i. To limit exposure, workers will enter and exit the main building exclusively using the back doors and emergency exit located at the executive parking area. A biometrics machine will be installed in this area for attendance monitoring.
    - ii. A "No Mask, No Entry" will be enforced. The company will provide employees and independent contractors with face masks and this must be worn at all times while inside the office.
    - iii. All workers will be required to wash their hands in the designated wash area prior to entry;
    - iv. All workers will be required to accomplish daily the health symptoms questionnaire and submit to the guard / HR staff prior to entry.

For convenience, the questionnaire be available in both online and physical paper forms.  
(See Annex B)
    - v. The workers' temperature will be checked and recorded in the health symptoms questionnaire.

For any personnel with temperature  $>37.5^{\circ}\text{C}$ , even after 5-minute rest, or symptomatic, regardless mild or severe, based on their response in the questionnaire, the person shall not be allowed entry in the premises and/or will be referred to the nearest hospital for proper diagnosis or treatment or sent home for self-quarantine and observation.
    - vi. Alcohol will be sprayed on both hands and shoes must be disinfected in the provided footbaths as applicable.
    - vii. Outdoor shoes will not be allowed inside the ALSC building premises. Workers will be required to leave their shoes at cubicles provided at the building entrance and must bring their own indoor shoes for exclusive use inside the building.
    - viii. Disinfectant may be sprayed on clothes and personal effects as needed and deem fit.
    - ix. If there will be a long queue outside the office, roving officers will instill physical distancing of one meter.

- x. Time-in will be recorded after all these processes have been completed. An additional grace period of 10 minutes (on top of the existing 5-minute grace period) will be allotted for these entry procedures. HR will also commission additional biometrics machine to manage the queue.
2. Clients and guests and non-ALSC personnel access will be strictly controlled and will be limited to the Ground Floor Service Area from 10AM to 4PM only. Number of clients entering the Service Area will be regulated to six (6) to eight (8) clients at a time only. Select counters will open to serve clients, observing maximum social distancing and safety measures.
- i. An Appointment System will be established by concerned Departments catering to external clients and guest to avoid long queues, influx and converging of people in the Service and Waiting Areas. "No appointment, no entry" will be enforced.  
  
IT will assist in establishing an online appointment booking and confirmation system for this purpose.
  - ii. A "No Mask, No Entry" will be enforced and same must be worn at all times while inside the ALSC premises.
  - iii. All clients and guests will be required to wash their hands in the designated wash area prior to entry;
  - iv. All clients and guests will be required to accomplish daily the health symptoms questionnaire and submit to the guard prior to entry.  
  
For convenience, the questionnaire be available in both online and physical paper forms. (See Annex B)
  - v. The clients and guests' temperature will be checked and recorded in the health symptoms questionnaire.  
  
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  - vi. Alcohol will be sprayed on both hands and shoes must be disinfected in the provided footbaths.
  - vii. Disinfectant may be sprayed on shoes and clothes and personal effects as needed and deem fit.
  - viii. If there will be a long queue outside the office, roving officers will instill physical distancing of one meter. A waiting area will be set-up at the parking area for this purpose.
  - ix. Service counters will be set up outside the building at the ALSC Parking Area for non-appointment transactions i.e. gate pass application. These will be accommodated on a limited basis, observing maximum social distancing.
  - x. For other transactions i.e. walk-in sales inquiries, complaints, with no secured appointment, the following will be observed:
    - a. Client details i.e. name, phone number and nature of transaction will be secured.
    - b. Client will be advised to stay at the waiting area or go home and wait for a call back regarding their concern.
    - c. Client can also be advised to secure an appointment and come back on the appointed date and time for the transaction.
  - xi. If a back-office staff needs to talk to a client, transaction over video conference i.e. Google Meet or Zoom, when and where applicable, is encouraged over face-to-face transactions.  
  
IT will set up and enable workstations for video conferencing for this purpose.

- xii. GF restrooms will be for the exclusive use of clients, guests and frontline staff. GF back office employees will use the 2<sup>nd</sup> Floor restroom, accessed using the emergency access stairs at the Executive Parking area.

### 3. Inside the Workplace

- i. As SOP, worker must spray alcohol in the hands before and after using the biometrics time in apparatus.
- ii. All work areas and frequently handled objects such as door knobs and handles, counter and table tops, plastic barriers and acrylic guards shall be cleaned and disinfected by utility staff regularly, at least once every two (2) hours;
- iii. All washrooms and toilets shall be supplied with ample soap and water; regular handwashing will part of the daily routine.
- iv. Alcohol pumps and/or sanitizers shall be made available in corridors, conference areas, stairways, pantries and other areas where workers pass or stay;
- v. Physical distancing meaning at the minimum one (1) meter radius space (side, back and front) between workers will be observed
- vi. Everyone must observe proper respiratory etiquette – coughing and sneezing into tissue or into shirt sleeves if tissue is not available, disposing tissue and other wastes into designated receptacles only, disinfecting hands immediately by proper hand washing with soap and water or alcohol, after a cough or sneeze.
- vii. Eating in communal areas is discouraged. Food deliveries must also be avoided. Workers are to bring their own food packs, eat on their work areas, wash and bring home their own dishes and food containers.
- viii. If eating in work area is not possible, worker can eat in the communal area observing the proper physical distancing. Conversing with masks off during meals is highly discouraged.
- ix. Workers are required to clean and disinfect their own workstations i.e. table tops, telephone and chairs after use every day.
- x. Prolonged face-to-face interaction between workers are discouraged and masks shall be worn at all times and not removed. Meetings needing physical presence shall be kept to a minimum number of participants (maximum 5 participants under DOLE guidelines) and with short duration. Videoconferencing will be the most preferred mode of meeting.
- xi. Physical distancing must also be observed in the use of the stairwell.
- xii. Department managers and supervisors shall assist to always ensure physical distancing and observance of minimum health protocols.

### 4. Transportation to Work and Use of Company Vehicles

- i. Workers are discouraged to use public transports at the meantime. Instead, workers should opt to use personal car service and organize carpools.
- ii. Company will provide “door-to-door” shuttle service in select routes and will try its best to accommodate all those who will require it.
- iii. “No mask/face shield, no ride” will be strictly implemented using the company vehicles. Passenger capacity per vehicle will be reduced to observe proper physical distancing.
- iv. A temperature check will be made prior to boarding the company vehicle. Passengers who will register a temperature >37.5°Celcius, even after 5-minute rest, or are symptomatic, regardless mild or severe, will not be allowed to board the vehicle.
- v. Drivers will disinfect the vehicle before and after every use.
- vi. Disinfection mats will be put in place to disinfect wheels of vehicles entering the ALSC parking premises.

## 5. Frontline Staffing Protection

- i. Frontliners are those handling transactions with direct interaction with external clients. They are as follows : cashiers, customer service staff, personnel assigned at the counter, receptionist, floor manager of the day, sales officer of the day, security guards and utility personnel.
  - ii. To ensure maximum protection, apart from the face mask, all frontliners are required to wear the following while on duty:
    - a. Personal protective clothing (PPE) i.e. suit or labgown to be provided by the company (for security personnel, provided by the agency)
      - a. GF Counter Staff – short-sleeved PPE
      - b. Sales Officer of the Day – long-sleeved PPE
      - c. Frontline staff at the tent area – long-sleeved PPE
      - d. Utility Staff – long sleeved PPE (when performing cleaning duty at frontline area)
      - e. Security Guards – long sleeved PPE or uniform
    - b. Face shields to be provided by the company
    - c. Hairnets to be provide by the company
    - d. Gloves to be provided by the company
  - iii. Before going on duty, frontliners will proceed to the designated room in Building B and change to the required PPE uniform.
  - iv. Frontliners will have the following meal/personal breaks : 9:00-9:45 AM and 3:15-4:00PM. They are encourage to have early heavy lunch prior to start of duty and before wearing their PPE for the day.
  - v. After duty, frontliners will go back to designated room in Building B, remove his/her PPE uniform and deposit in designated bins. A change in clothes is highly encouraged.
6. Official Business Outside the Office. All workers who are assigned to perform official business outside the office
- i. Must wear mask and face shield at all times and practice social distancing while performing the official business assignment.
  - ii. Must bring a change of clothes and upon return the office, change to fresh clothes before entering the main building premises. Will use the designated room in Building B for this purpose.
7. Usual uniform schedule will be followed. However, smart casual civilian attire will be allowed for the change of clothes for the day, as needed, by Frontliners and workers performing official business outside the office.

## C. REDUCING RISK OF INFECTION

### 1. When a worker is symptomatic

- i. Workers who will experience moderate to severe COVID-19 like symptoms i.e. sore throat and colds, fever and coughing or have been exposed to persons infected with the virus are directed not to report to work and to immediately inform their supervisor or Human Resources; voluntarily seek immediate medical attention.
- ii. For employees, such leave, with a maximum of 5 working days, will be considered “special leave” and will not be charged against earned leave credits. Any leave in excess of 5 days will be charged to sick leave credits.

- iii. To report back to work, a medical certificate and fit to work clearance should be submitted to Human Resources, issued by a licensed physician.
  - iv. Employees who will be found malingering or feigning sickness, to take advantage of the “special leave” as described in this memo will be subject to disciplinary action with maximum penalty i.e. termination of employment, under the company's Corporate Code of Conduct.
2. When a worker is suspected of or gets infected with COVID-19 **(DOH PROTOCOL)**
- i. The worker will immediately be isolated with his/her mask on. HR will arrange to transport the worker to the nearest hospital for proper medical care.
  - ii. Driver of the vehicle should be in full personal protective gear.
  - iii. Vehicle should be decontaminated after use.
  - iv. Hospitals will report to the DOH for COVID-19 suspects
  - v. Workplace shall be immediately closed for decontamination with appropriate disinfectant. After decontamination of the work area, work can resume after 24 hours.
  - vi. Workers present in the work area (Section, Department or Floor as applicable) with the suspect COVID-19 worker shall go on fourteen (14) days home quarantine with instructions to monitor symptoms and possible next steps. If suspect COVID-19 worker has negative results, co-workers may immediately report back to work.
  - vii. Suspect or confirmed COVID-19 worker requires clearance i.e. negative testing results and fit to work certificate to be able to report back to work.
  - viii. Related leave of absence will be charged to worker's leave credits.
3. Non-disclosure of medical condition related to COVID-19 will be subject to disciplinary action.
4. COVID-19 Hotlines

Human Resources Comp and Ben Section – (044) 7912508 loc. 209 and 210

Sacred Heart Hospital- (044) 7917135

Santissima Trinidad Hospital- (044) 7917331

Malolos San Vicente Hospital- (044) 7915760

Bulacan Medical Center (Provincial)- (044) 7910630

Bulacan Provincial Health Office – 044-7918122

Red Cross Malolos Chapter – 0942-2919980, 0908-1708894

Department of Health Central Luzon - (045) 8613426

#### D. OTHERS

##### 1. Moonlighting Policy (Sideline Work)

Although, generally discourage outside employment, the Company understands the need to supplement income or the wish to take up interesting projects outside of one's main job at this time of the COVID-19 crisis. It has to be ensured that moonlighting does not interfere in any way worker's job at the Company.

- i. This policy mainly applies to our full-time employees, including those who work on shift schedules or flexible hours or compressed work weeks.
- ii. Employee must inform the Company, through Human Resources, of any moonlighting job or sideline work he/she will be engaging in. Moonlighting job or sideline work will have to be approved by Mancom.

- iii. An employee must not take sideline work that is:
  - a. In competition or has conflict of interest with the Company and its main products and services.
  - b. In conflict with or overlaps with the hours of his/her main job
  - c. Very demanding that it interferes or affects in a negative way main job duties
- iv. Employees must not use company time, equipment, resources or materials for their outside activities.
- v. Using or disclosing our confidential or proprietary information is strictly prohibited.

2. Client FAQs. See Annex A.

For your information and strict compliance.

Stay healthy and safe everyone!

A handwritten signature in black ink, appearing to be 'JF Quintos', with a stylized flourish at the end.

JAVIER FELIPE E. QUINTOS  
Chief Executive Officer

## **ANNEX A: CLIENT FAQs**

### **180-DAY ECQ GRACE PERIOD PAYMENT OPTION**

#### **FREQUENTLY ASKED QUESTIONS**

**What is the 180-day ECQ Grace Period Payment Option?**

Pursuant to the memorandum issued by the Department of Human Settlements and Urban Development, we are offering a 180-day grace period payment option.

Unpaid monthly dues incurred during the Enhanced Community Quarantine (ECQ) starting March 17, 2020 may be paid in six equal payments, 30 days after the ECQ is lifted.

**Will surcharges and interests be waived?**

Yes, both surcharges and interests incurred during the ECQ will be waived.

**Will this be paid on top of our scheduled monthly payments?**

Yes, this will be added on your scheduled monthly dues.

**If my payment is insufficient to cover my regular monthly downpayment /amortization plus the scheduled portion of my ECQ dues, how will my payment be applied?**

Your payment will be applied first to your scheduled ECQ dues then the remainder will be applied to your regular monthly downpayment/amortization.

**If I have an overdue before ECQ, can I also apply this in the 180-day grace period payment option?**

No, only dues incurred during ECQ is applicable in this payment option. Your overdue prior ECQ will be due and demandable after the ECQ is lifted.

However, you may contact our Billing Section at (044) 796-0837 or (0922)881-4503 for other options that may be applicable to your account.



Who are qualified to avail the 180-day grace period payment option?

All in-house account clients who were not able to pay their monthly downpayment/ amortization during the ECQ.

What should I do to avail the 180-day grace period payment option?

You may need to send your request to avail this payment option at [billing@asianland.com.ph](mailto:billing@asianland.com.ph)

1. Indicate in the email subject : 180-day ECQ grace period

2. In the body, kindly indicate the following:

Account name/s:

Project name:

Block No.:

Lot No.:

3. Include as attachment

1 valid Government Issued ID of the property owner/s (with specimen signature)

4. An email confirmation will be sent to you indicating the computation of your installment dues and its commencing date.

Can I apply for a shorter grace period?

Yes, just indicate your preferred term in the body of your email.

Up to when can I send my request for the 180-day ECQ grace period?

You may send your email until June 15, 2020.

## **ANNEX B : HEALTH QUESTIONNAIRE**

Online Form :

[https://docs.google.com/forms/d/e/1FAIpQLSfALx2zOlj\\_74IW1BZfuBoCLsLYeolACNJd5skW1NbFe1kBTQ/viewform?usp=sf\\_link](https://docs.google.com/forms/d/e/1FAIpQLSfALx2zOlj_74IW1BZfuBoCLsLYeolACNJd5skW1NbFe1kBTQ/viewform?usp=sf_link)

ALSC Employee Health Checklist	
<p>The safety of our employees, customers, visitors and families remain ASIAN LAND's overriding priority.</p> <p>To prevent the spread of COVID-19 and reduce the potential risk of exposure to our workforce and visitors/clients, we are conducting a simple screening questionnaire. Your participation is important to help us take precautionary measures to protect you and everyone in this building.</p> <p>Thank you for your time.</p> <p><b>* Required</b></p>	
<p>Email address *</p> <p>Your email</p>	<p>Have you had been close contact with anyone who has traveled domestically or internationally in the last 14 days? *</p> <p><input type="radio"/> Yes</p> <p><input type="radio"/> No</p>
	<p>Have you been on a cruise ship in the last 14 days? *</p> <p><input type="radio"/> Yes</p> <p><input type="radio"/> No</p>
<p>Employee Name *</p> <p>Your answer</p>	<p>Have you had been close contact with a relative or someone on a cruise ship? *</p> <p><input type="radio"/> Yes</p> <p><input type="radio"/> No</p>
	<p>Have you attended any events or gatherings with more than 15 people? *</p> <p><input type="radio"/> Yes</p> <p><input type="radio"/> No</p>
<p>Self Declaration by Employee</p>	
<p>Have you traveled domestically or internationally within the last 14 days? *</p> <p><input type="radio"/> Yes</p> <p><input type="radio"/> No</p>	<p>Have you had close contact with or cared for someone infected, suspected or diagnosed with COVID-19 within the last 14 days? *</p> <p><input type="radio"/> Yes</p> <p><input type="radio"/> No</p>

Have you had a relative that has been asked to self-quarantine? \*

- ☐ Yes
- ☐ No

Since your last day of work have you had any of these symptoms \*

- ☐ Dry cough
- ☐ Fever
- ☐ Shortness of breath or difficulty in breathing
- ☐ None of the Above

Or at least two of these symptoms \*

- ☐ Rashes
- ☐ Chills
- ☐ Repeated Shaking with Chills
- ☐ Muscle Pain
- ☐ Tiredness
- ☐ Headache
- ☐ Sore Throat
- ☐ Loss of taste or smell
- ☐ Diarrhea
- ☐ Vomiting
- ☐ None of the Above

I affirm the truthfulness and accuracy of the above stated information as required under RA 11469, Bayanihan to Heal as One Act. \*

- ☐ Yes, I affirm

I hereby authorize Asian Land Strategies Corporation to collect and process data indicated herein for the purpose of affecting control of COVID-19 spread. ALSC's data privacy policy can be found at [asianland.ph/privacy-policy](https://asianland.ph/privacy-policy). \*

- ☐ Yes, I agree

☐ Send me a copy of my responses.

**Submit**

Page 1 of 1