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	Department/Section:	Human Resource Division
	Document Title:	POLICY ON WORK ARRANGEMENT PRACTICES

PURPOSE:

This policy is established for the purpose of reference on the different Work Arrangements available to employees for the period of community quarantine to the new normal transition due to the COVID – 19 pandemic.

LEVEL:


Corporate HR Officer, HR Operations Manager, Compensation and Benefits Supervisor, Section/Department Heads, I.T. Technical Support Staff, and HR Staff - Timekeeping

DEFINITION OF TERMS:

Work-from-Home (WFH)/Telecommuting. A work arrangement that allows an employee in the private sector to work from an alternative workplace with the use of telecommunication and/or computer technologies (*DOLE Department Order No. 202, Series of 2019: Implementing Rules and Regulations of Republic Act No. 11165 Otherwise known as the "Telecommuting Act"*)

Compressed Workweek (CWW) Schedule. An alternative arrangement whereby the normal workweek is reduced to less than six days but the total number of normal work hours per week shall remain at 48 hours. The normal workday is increased to more than eight hours without corresponding overtime premium. This concept can be adjusted accordingly in cases where the normal workweek of the firm is five days. (*DOLE Department Advisory No. 02, Series of 2004, Implementation of Compressed Workweek Schemes*)

Normal Hours of Work/Regular Schedule. The normal hours of work of any employee shall not exceed eight (8) hours a day. Health personnel in cities and municipalities with a population of at least one million (1,000,000) or in hospitals and clinics with a bed capacity of at least one hundred (100) shall hold regular office hours

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for eight (8) hours a day, for five (5) days a week, exclusive of time for meals, except where the exigencies of the service require that such personnel work for six (6) days or forty-eight (48) hours, in which case, they shall be entitled to an additional compensation of at least thirty percent (30%) of their regular wage for work on the sixth day. For purposes of this Article, "health personnel" shall include resident physicians, nurses, nutritionists, dietitians, pharmacists, social workers, laboratory technicians, paramedical technicians, psychologists, midwives, attendants and all other hospital or clinic personnel. (*Art. 83, Chapter I: Hours of Work, DOLE Conditions of Employment*)

POLICY:

Work-from-Home (WFH)/Telecommuting

1. The following employees may be considered for the Work from Home arrangement:
 - a) Employees 58 years old and above (Retirement age is 60 years old)
 - b) Employees with immunodeficiency, comorbidities or other health risks
 - c) Pregnant employees
 - d) Employees who reside with senior citizens and b.- c.
 - e) Identified employees wherein social distancing is not possible due to the office layout.
 - f) Identified employees whose nature of work allows the arrangement (including with non-client / non-patient functions.
2. The Immediate Superior shall discuss with the identified WFH Employee the deliverables during the employee's WFH Schedule for performance evaluation. A daily


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accomplishment report during the WFH schedule shall be submitted online for tracking of deliverables during the WFH arrangement. These shall be the basis for performance assessment.

3. The WFH employee must be reachable via phone, email and/or other agreed forms of communication during the approved working hours. In instances when the WFH employee is called to a meeting and will be unable to attend physically, he/she must join the meeting virtually (as having a stable internet connection is one of the requirements of the WFH arrangement). If the WFH employee loses his/her connection abruptly, he/she should join via a mobile conference call.

4. The difference between the WFH employee and the employee on site is the physical presence. As such, the WFH employee must be present virtually at all times as stated in his/her work schedule. Although there will be times wherein the WFH employee might be called in to report to the office if there are urgent matters that will need his/her physical presence and his/her signature.

5. The employee must adhere to the agreed appropriate alternative workplace, e.g. at primary residence, residence of family member, apartment, boarding house, etc.

6. Laptops with accompanying accountability forms issued to employees may be brought to the agreed appropriate alternative workplace during the WFH arrangement. If employee does not have a company issued laptop, personal desktop computers or personal laptops may be used, provided that the WFH employee must agree to the governing security measures and policies on company data, and other related conditions set by the IT Department

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7. Prior to commencement of the WFH schedule, it is the employee's responsibility to ensure that he has the equipment necessary such as laptop/ desktop computer, internet connection, etc. to proceed with the WFH schedule. If he is unable to secure such equipment, he must inform his superior at least a week before the scheduled WFH arrangement.


8. The employees' internet connection must be stable, preferably DSL or Fiber. The cost of the internet connection shall be shouldered by the WFH employee. In the event wherein interruptions in the Internet connection is experienced by the WFH employee during the day that will inhibit his/her productivity and accomplishing his/her tasks for the day, the WFH employee should inform his/her immediate supervisor.

a. If the supervisor deems it necessary that the tasks for the day cannot be postponed, the WFH employee may be required to go to the office to complete his/her tasks for the day.

b. If the supervisor decides that the tasks for the day may be completed at the first hour of the next work day, the supervisor may give the WFH employee the option to either go to the office to complete the task or recommend to the WFH to resume working on the tasks beyond the prescribed working hours (equivalent to the time lost due to the internet service interruption) without overtime pay.

9. The employee should have a timekeeping record through the swipe terminal/portal at the agreed working hours and working days.

10. The amount of salary received by the WFH employee should not differ from his standard rate of pay, unless the employee was not able to reach the required forty

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working hours for the week in which case, salary deduction will be done as per standard compensation policy. Should the WFH employee decide to work beyond the prescribed eight (8) working hours, overtime will not be paid unless authorized by the Division Head.

11. WFH employee schedule shall be based on his regular working hours.

- a. Each employee shall be required to swipe-in at the start and swipe-out at the end of his scheduled duty. In case of failure, the employee shall submit an Incident Report duly signed by his Supervisor or Department Head; otherwise, the employee is considered absent for one (1) whole day without pay.
- b. An employee who has swiped-in for more than 20 minutes after his scheduled duty shall be considered tardy and shall be deducted an equivalent of one-half (1/2) day or 4 hours' deduction from his salary.
- c. Each employee shall be allowed to have a lunch break of one (1) hour; however, the employee shall be required to swipe-out and swipe-in before and after the lunch break. In case of failure, the employee shall submit an Incident Report duly signed by the Supervisor or Department Head; otherwise, the employee is considered absent without pay.

12. Employees on WFH schedule may be recalled to report to the workplace in emergency cases wherein the presence of the employee is needed.

13. The qualified employees for Work-from-Home shall be required to sign a confidentiality agreement and should disclose to his Immediate Superior the data or documents taken to his alternative workplace.

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14. Any disputes which may include the insubordination, negligence, malpractices or misuse of the WFH schedule as rated by the Immediate Superior in the WFH Assessment Form are grounds for disciplinary action (*Please see the RMCI Code of Discipline Handbook*).

15. As stated in item #8, the WFH employee is responsible for the costs involved in opting for this work arrangement. This may include but not limited to internet, power costs, printing related expenses, and the likes.


16. The I.T. Department shall assess the requested access; VPN access shall be provided if necessary to the WFH applying employee's duties and responsibilities.

17. Employees who are candidates based on item no. 1 but could not avail due to the following reasons may be considered under the Compressed Workweek (CWW) Schedule:


- a. Internet connection and desktop/laptop unit may not be available.
- b. The alternative workplace is not conducive for WFH.
- c. The nature of the work of the employee is not suitable for WFH.

Compressed Workweek (CWW) Schedule


1. The following employees may be considered for the Compressed Workweek (CWW) Schedule arrangement:
 - a. Employees falling under the qualifiers for Work from Home as stated in WFH item no. 1 but could not avail due to WFH item no. 14.

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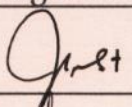

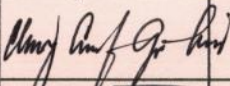
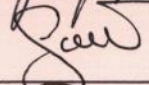
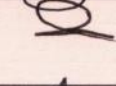
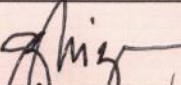
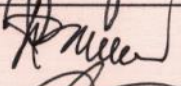

- b. Identified employees wherein social distancing is not possible due to the office lay- out.
 - c. In areas wherein the skeletal arrangement is feasible.
2. The Immediate Superior shall discuss with the identified employee their monthly schedule based on CWW.
 3. CWW employee schedule shall be based on the agreed CWW working hours.
 4. The employee should have a timekeeping record through the swipe terminal/portal at the agreed working hours and working days.
 5. The amount of salary received by the CWW employee should not differ from his standard rate of pay, unless the employee was not able to reach the required forty working hours for the week in which case, salary deduction will be done as per standard compensation policy.
 6. Employees who exceed forty-hours per week shall be given overtime premium.
 7. Any disputes which may include the insubordination, malpractices or misuse of the CWW schedule is grounds for disciplinary action (*Please see the Code of Discipline Handbook*).
 8. Adoption of the CWW scheme shall in no case result in diminution of existing benefits. Reversion to the normal eight-hour workday shall not constitute a diminution of benefit (*DOLE Department Advisory No. 02, Series of 2004, Implementation of Compressed Workweek Schemes*).


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9. Changes in the CWW work arrangement will be agreed between the Immediate Head and the employee.
10. All other employees not covered by CWW or WFH shall follow their Regular work schedule.
11. The above Alternative Work Schemes/Flexible Work Arrangements are temporary in nature and shall be adopted for as long as the Public Health Crisis exist.

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PROCEDURE:

Work-from-Home (WFH)/Telecommuting Schedule

1. Employees are required to inform their superior if they belong to WFH Policy no. 1 a.-d. For employees residing with family members with immunodeficiency, comorbidities or other health risks, pregnant family members and senior citizens, they must present documentary proof (certification from family member concerned, medical certificate, proof of residence, senior citizen ID, etc.) attached to the WFH Application Form to their Immediate Superior in order for this work arrangement to be considered.
2. The Immediate Superior shall evaluate the employees who fit the qualifier for WFH based on their submitted applications and prepare the work arrangement schedule of their area for the Division Head's approval.
3. Upon the approval of the work arrangement, the Immediate Superior shall submit a copy to HRD – Compensation and Benefits Section for timekeeping reference. and I.T. Department for the issuance of access and discuss with the identified WFH employee his/her deliverables during the WFH schedule.
4. The WFH employee and the Immediate Superior shall sign in agreement the WFH Assessment Form with the agreed deliverables.
5. The Immediate Superior shall request an access for the WFH employee.
6. The requested access shall be assessed by the I.T. Department and instruct the WFH employees and their respective immediate heads regarding their access.
7. A daily accomplishment report during the WFH schedule shall be submitted to the Immediate Superior online for tracking of deliverables during the WFH arrangement. These shall be the basis for performance assessment. HRD shall be given a copy of the daily accomplishment report for reference.

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Compressed Workweek (CWW) Schedule

1. The Immediate Superior shall evaluate the employees who fit the qualifier for CWW schedule based on the above policy and prepare the work arrangement schedule of their area for the Division Head's approval. Employees not falling under WFH or CWW will follow the Regular working hours.
2. After securing the signed approval of the Division Head, the Immediate Superior shall disseminate to his staff the approved work schedule. HRD - Compensation and Benefits Section shall be given a copy for reference.

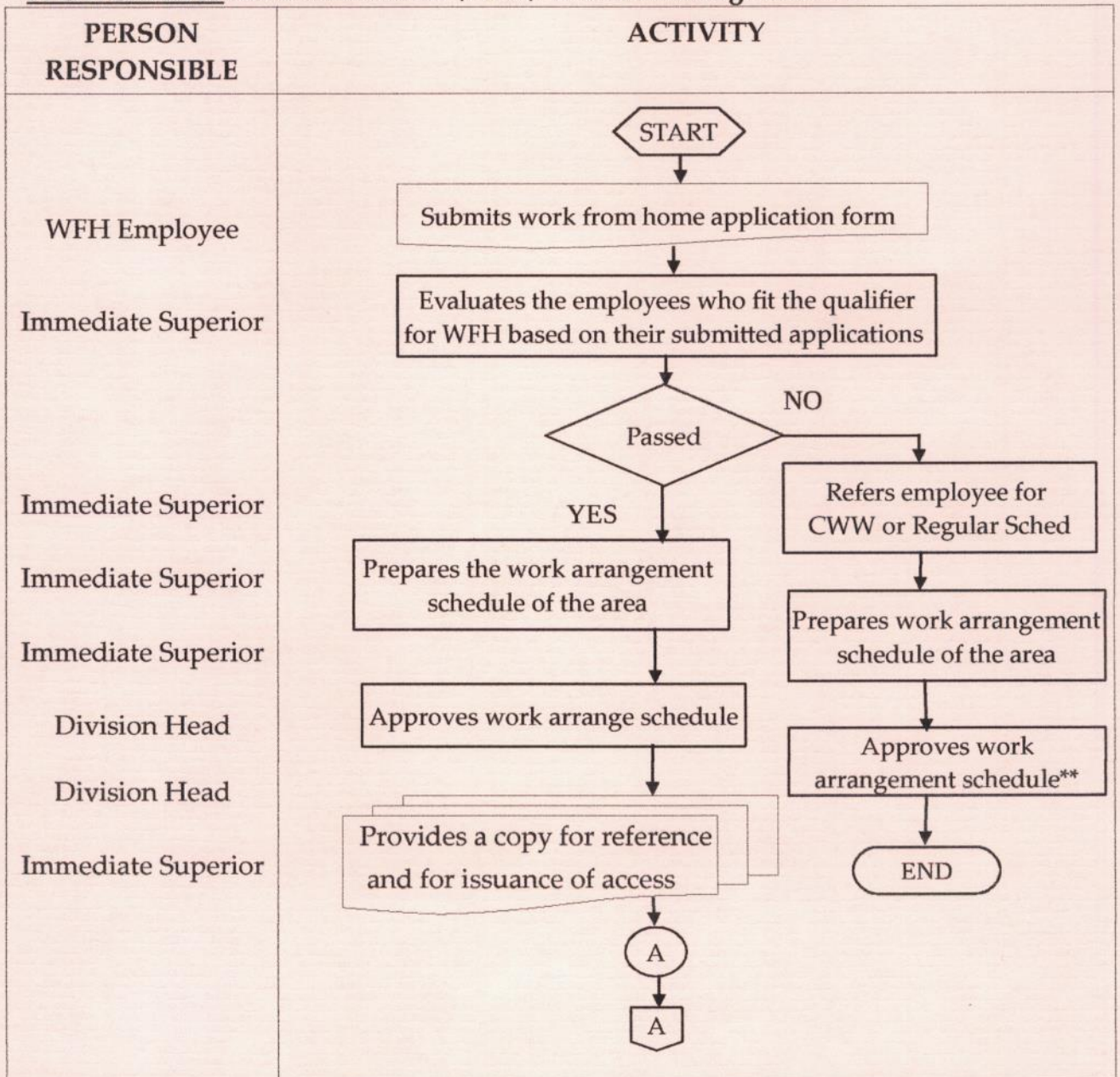


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FLOWCHART: Work-from-Home (WFH)/Telecommuting Schedule



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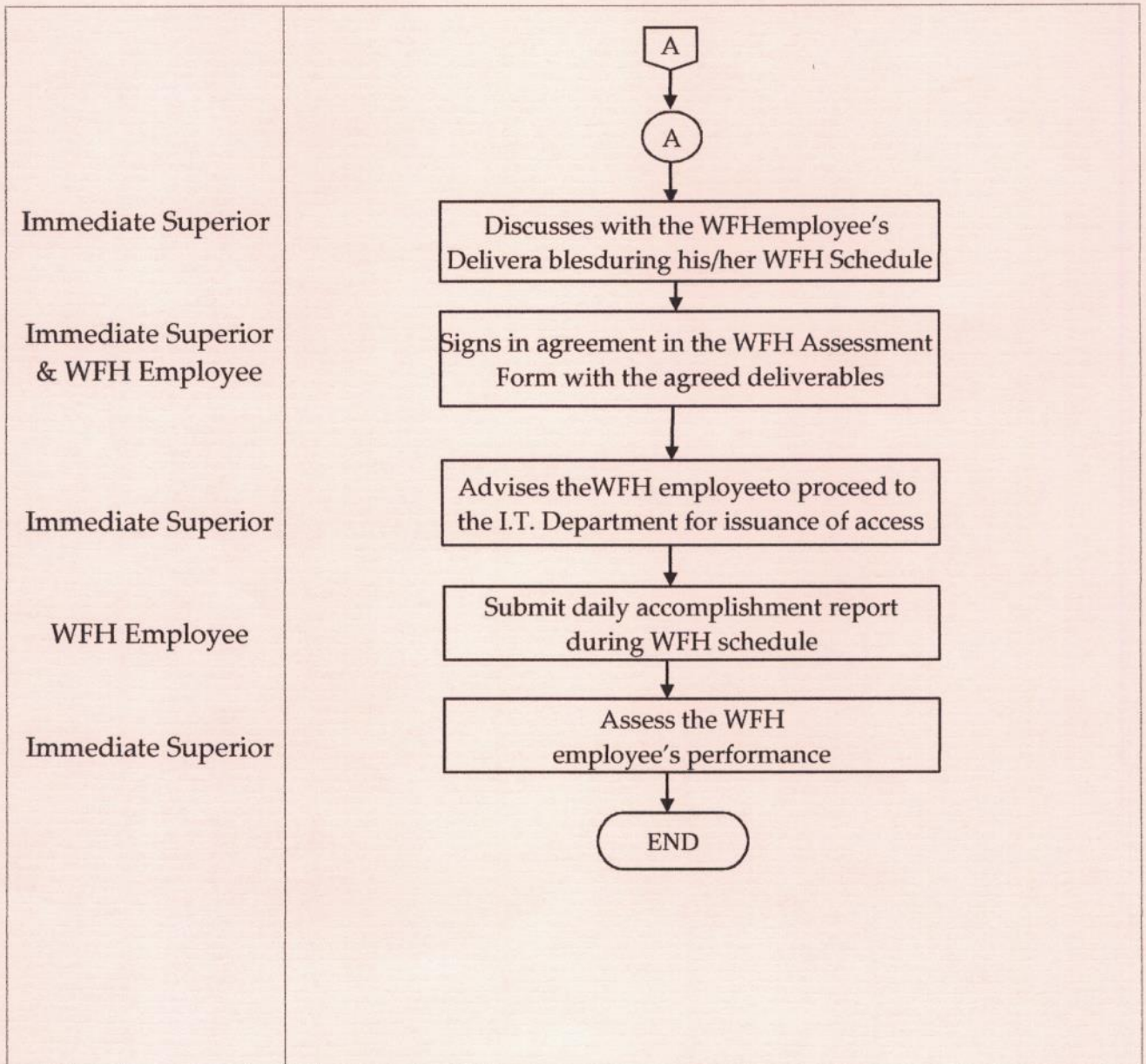
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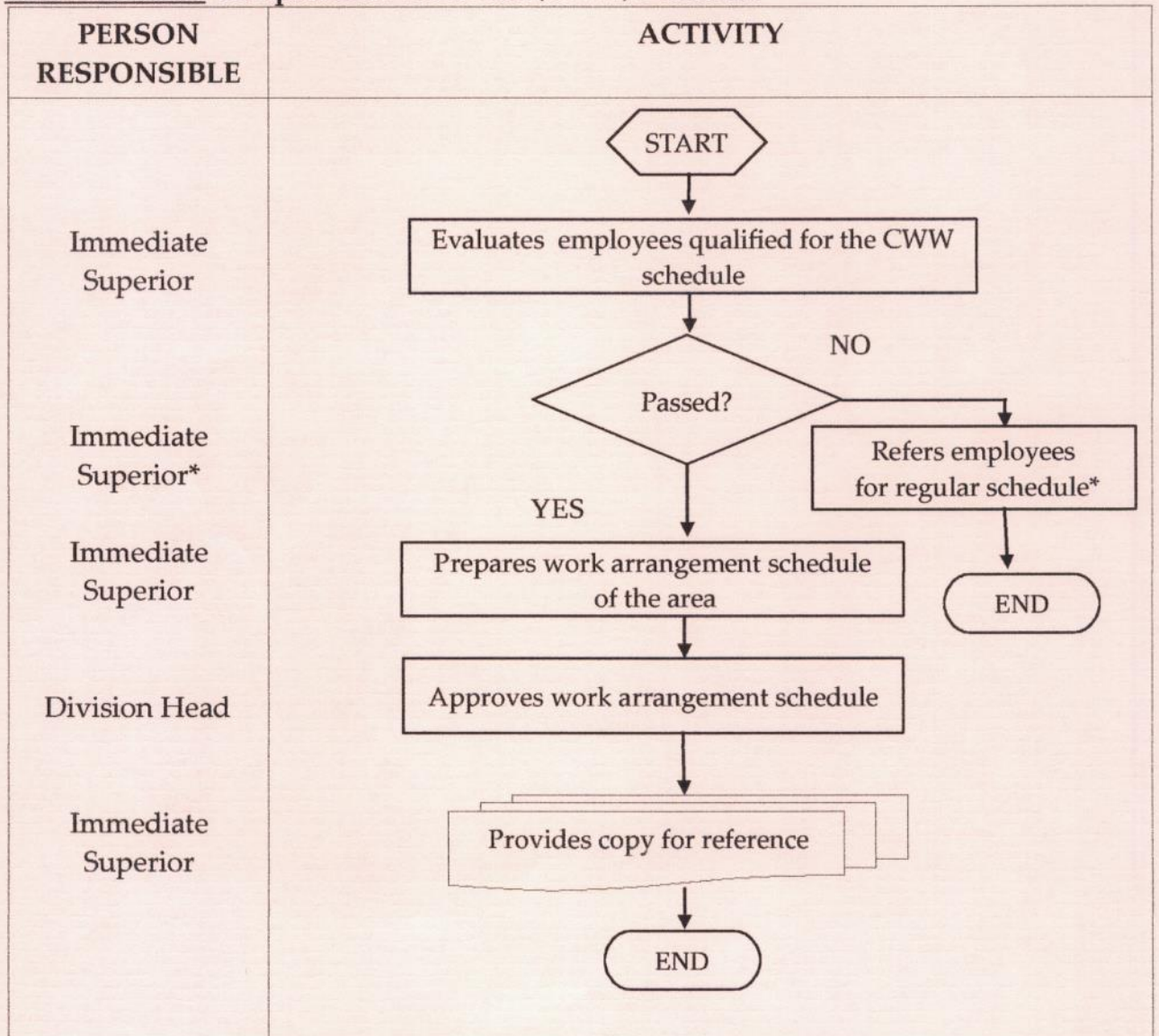



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FLOWCHART: Compressed Workweek (CWW) Schedule



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WORK INSTRUCTION:

Work-from-Home (WFH)/Telecommuting Schedule:

WFH Employee:

1. Submits Work-from-Home Application Form
2. Discusses with the Immediate Superior and signs in agreement on the Work-from-Home Assessment Form
3. Submits Daily Accomplishment Report to the Immediate Superior during WFH Schedule.

Immediate Superior:

1. Evaluates applying for WFH Schedule
2. Refers employee to Compressed Work Week or Regular Schedule (if not qualified for WFH)
3. Prepares the Work Arrangement schedule of the Area for the Division Head's approval.
4. Provides an approved Work Agreement Schedule copy to the I.T. Department for issuance of access, to the HRD Compensation & Benefits Section – Timekeeping and employee.
5. Discusses with the employee the expected deliverables.
6. Instructs WFH employee to proceed to the I.T. Department for issuance of access.
7. Assess the WFH employee's performance.


Division Head:

1. Approves work arrangement schedules.

Compressed Workweek (CWW) Schedule:

Immediate Superior:

1. Evaluates employees qualified for CWW schedule.
2. Prepares work arrangement schedule of the area.
3. Provides an approved Work Agreement Schedule copy to the to the HRD Compensation & Benefits Section – Timekeeping and employee.

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4. Refers employee for regular schedule if not qualified for CWW schedule.

Division Head:

1. Approves work arrangement schedules

DOCUMENTATION:

1. Work-from-Home Confidentiality Agreement
2. Work-from-Home Application Form
3. Work-from-Home Assessment Form

DISSEMINATION:

1. Unit Meeting
2. Communicator Bulletin Board

REFERENCES:

1. HR (COMP BEN) – QP – 15 Work-Hours Regulation.
2. DTI & DOLE Interim Guidelines on Workplace Prevention & Control of COVID-19.
3. Labor Advisory No. 09, Series of 2020: Guidelines on the Implementation of Flexible Work Arrangements as Remedial Measure due to the Ongoing Outbreak of Coronavirus Disease 2019 (COVID-19).
4. Labor Advisory No. 11, Series of 2020: Supplemental Guidelines Relative to Remedial Measures in view of the ongoing Outbreak of Coronavirus Disease 2019 (COVID-19).
5. Executive Order No. 38, Series of 2020: An Order Placing the City of Bacolod under Modified General Community Quarantine (MGCQ) after the General Community Quarantine (GCQ) Pursuant to Resolution No. 40, Series of 2020, dated May 27, 2020, of the Inter-agency Task Force for the Management of Emerging Infectious Diseases (IATF-EID) and its Omnibus Guidelines on the Implementation of Community Quarantine in the Philippines dated May 22, 2020
6. DOLE Department Order No. 202, Series of 2019: Implementing Rules and Regulations of Republic Act No. 11165 Otherwise known as the "Telecommuting Act".