

Department of Social Welfare and Development
NATIONAL CAPITAL REGION

REGIONAL MEMORANDUM ORDER

No. **1002**
Series of 2023

**SUBJECT: REVISED COMPREHENSIVE GUIDELINES ON THE IMPLEMENTATION OF
REGIONAL SECURITY MEASURES IN THE FIELD OFFICE AND CENTERS/RESIDENTIAL CARE
FACILITIES**

I. RATIONALE:

The DSWD Field Office- National Capital Region is a government organization that provides services and supports to individuals, families, and communities. These include center based services, residential care services, social welfare and development technologies such as training programs and functional, interactive, and participatory approaches. The organization also works with the Person with Disabilities Sector to provide support and resources to individuals with disabilities.

The services available in DSWD FO-NCR are the following: Pantawid Pamilyang Pilipino Program (4Ps), also known as the Conditional Cash Transfer program; Sustainable Livelihood Program (SLP); Travel Clearance for Minors; Center-Based Services (C/RCFs); Community-Based Services; Residential Care Services; Disaster Response Management Division (DRMD).

Maximum security must at all times be implemented in the Field Office as well as in the centers/residential care facilities (C/RCFs) and other premises managed by the DSWD-NCR. Given the diverse and critical nature of these operations and programs, it is imperative that we uphold the highest standards of security in both the FO and the C/RCFs to safeguard the well-being and protection of all involved.

The influx of many clients/beneficiaries being admitted in the C/RCFs, clients coming to the field office and crisis intervention unit for pay-out activities, walk-in and referred clients for assessments, visitors/guests, partners, suppliers and other similar activities, checking of incoming and outgoing personnel, are some of the varied reasons leading to the formulation of these security measures.

In recent years and even this year of 2023, several cases of security lapses have been recorded. Notable of which were cases of abscondence of 15 badjao clients in Jose Fabella Center (JFC) in December 2019; four (4) clients of Marillac Hills who escaped from the center in 2018; one (1) person with disability client in the National Vocational Rehabilitation Center

(NVRC) only last February 4, 2023. Likewise cases of robbery in the Reception and Study Center for Children (RSCC) in 2022 and attempted robbery here in the Finance Management Division (FMD) only last June 1, 2023 wherein an intruder was able to enter said office undetected. Also, there were some incidents of pulling out of office property by staff at Jose Fabella Center (JFC) in 2018 without permission from management but guards were unable to detect it. Same year of 2018, we lost two (2) batteries of Truck and a Motor Bike own by Mr. Suelo.

It is for this reason that the guidelines need to be revisit and review the same if the provisions indicated therein are still responsive to the current situations. The overriding purpose of which is to ensure that systems, procedures, methodologies in the implementation of security measures are efficient and effective as security and safety is of paramount concern of the DSWD management.

This proposed revision of guideline specifically aims to come up with a comprehensive enhanced protocol and/or set of rules that will effectively govern proper implementation of security measures in the field office, centers/residential care facilities and other properties owned and operated by the DSWD-NCR.

II. LEGAL BASES:

Executive Order No. 608, Series of 2022—Establishing a National Security Clearance System for Government Personnel with Access to Classified Matters and For Other Purposes.

Executive Order No. 292, Series of 1987, (Book IV/Title XVI, Series of 1987, Chapter 1. General Provisions “Instituting the Administrative Code of 1987.”

The State is committed to the care, protection, and rehabilitation of individuals, families and communities which have the least in life and need social welfare assistance and social work intervention to restore their normal functioning and enable them to participate in community affairs.

Section 22, Rule XIV, Omnibus Rules Implementing Book V of Executive Order No. 292, Series of 1987, and other Pertinent Civil Service Laws - Pertains to administrative offenses and corresponding penalties.

Section 5, Article II, the 1987 Philippine Constitution - Highlights the importance of maintaining peace, order, and general welfare.

Act No. 3815, Revised Penal Code and other Penal laws - Covers various criminal offenses.

Republic Act No. 10173, Data Privacy Act of 2012 - Protects the fundamental human right of privacy and promotes the free flow of information.

Republic Act No. 9372, Anti-Terrorism Act of 2007 - Protects life, liberty, and property from acts of terrorism.

Republic Act No. 5487, Private Security Agency Law - Regulates the organization and operation of private security agencies.

CSC Memorandum Circular 19, Series of 2000—Revised Dress Code Prescribed for all Government Officials and Employees in the workplace - Prescribes dress code standards for government officials and employees.

DSWD Memorandum Circular No. 9, Series of 2009—Dress Code - Prescribes dress code standards for DSWD personnel.

ISO Approved DSWD-AS-GF-029 Standard Operating Procedures (SOP) in evaluating Security Services - Establishes procedures for evaluating security services provided by service providers.

RMO 01 s. 2028 or the DSWD NCR Data Privacy and Protection Policy

Regional Memorandum dated May 28, 2012 - Implements the use of a biometric machine and requires registration in the Security Logbook for attendance purposes.

III. OBJECTIVES

General Objectives:

To ensure provision of an effective and efficient security services/measures in all DSWD-NCR owned and supervised properties at all times.

Specific Objectives:

1. To institutionalize a well-established security management system in all the premises of the DSWD-NCR.
1. To ensure maintenance of peace and order in all DSWD-NCR premises at all times.
2. To protect life and limbs of officers, employees, residents/clients and guests within and while inside the field office premises, centers/residential care facilities.
3. To prevent leakage or unauthorized dissemination on information, or records and other documentation.

4. To protect all DSWD properties and money from theft, robberies and all forms of encroachments.
5. To provide a basis for a safer environment and set a standard that is most conducive to safe working areas.

IV. DEFINITION OF TERMS

Assistive Devices – refers to a tool that helps a person with a disability to do a certain task. Examples are a cane, wheelchair. Providing aid or assistance, specifically designed or intended to assist disabled persons.

Clients - refer to visitors, trainees, students, partners seeking for the services of the department.

Confidential Records - refers to information for which unauthorized access or disclosure could result in an adverse effect.

Gate Pass - refers to a document with specific listings of items/materials/equipment to be taken out from the office with signatures of the approving authorities to be returned after a certain period of time.

1. **Personnel** - refers to all staff of the field office, centers/residential care facilities and other satellite offices who are regular, casual, contractual and those under the Memorandum of Agreement (MOA), Job Order status and private sponsored staff.

Restricted Information - refers to any confidential information that is prohibited by the Data Privacy Law and the DSWD Policies that it requires the high level of access control and security protection. These include memorandum to employees for violation of Civil Service Rules and Regulations, Code of Conduct, Case Study of residents under the case management of the field office or centers/residential care facilities; personal data/information of personnel, residents, partners, stakeholders and other similar data/information.

Security Measures - refers to rules and procedures and the maintenance of peace and order daily implemented in the field office and the centers/residential care facilities for the protection of life, limbs and property of its personnel.

Standard Operating Procedures - refers to the approved set of systematic procedures and processes implemented in the Field Office (FO) and Centers/Residential Care Facilities (C/RCFs) of the Department of Social Welfare and Development - National Capital Region (DSWD-NCR). These SOPs provide detailed instructions and guidelines for carrying out various operations, programs, and security measures to ensure the efficient and effective delivery of services. The

SOPs are developed in accordance with internationally recognized standards, including ISO (International Organization for Standardization) principles and best practices. They serve as a framework for the consistent implementation of security measures, operational protocols, and emergency response procedures across the FO and C/RCFs.

Security Personnel - refers to organic security guards and the contracted private security guards.

V. SCOPE AND COVERAGE

These Guidelines shall be enforced and implemented covering all facilities and government assets to personnel and clients visiting the Regional Office and the Centers/Residential Care Facilities.

VI. GENERAL POLICIES AND IMPLEMENTING PROCEDURES

General Policies

1. Entry of Individuals and/or sales persons is subject for approval of the management; private companies are not allowed from doing any business in the field office and C/RCFs. However, in some instances subject to the better judgment of the management, the same may be allowed if the business caters to the basic needs/necessities of staff and/or promotes the interest of the office but only on a case to case basis and when such undertaking will not in any way compromise the normal flow of operation in the office.
2. Overnight parking shall be allowed for DSWD-NCR vehicles. For other private and government vehicles, DSWD will not be held accountable. A request must be submitted to the Administrative Office for field office and C/RCFs for approval of the concerned approving authority.
3. Visitors, and employees, except those duly authorized to render overtime services and during disaster or emergency operations are not allowed to enter or stay further in the regional office premises after the office hours and during Saturdays, Sundays and Holidays.
4. All government properties, equipment and supplies shall be solely use for official purposes.
5. Unauthorized/illegal structures within the field office and C/RCFs are strictly prohibited and the security personnel and maintenance staff shall dismantle such structures with dispatch.
6. No personnel shall be allowed to tend pets of any kind in the regional office and the Centers/Residential Care Facilities.

7. Assistive devices (i.e. wheel chair), emergency kits, first aid kits and other paraphernalia shall be made available in the lobby and/or receiving area at all times.
8. Facilities in the FO and C/RCFs are exclusively used for official functions and office related activities. Other than that is deemed not legal specially using said spaces for illegal or immoral act which are tantamount to high sanctions and/or expulsion from work.
9. Security guards shall strictly implement health safety protocol in the entire premises of the DSWD during a public health emergency and/or upon directive from the management. These shall include but not limited: Checking of body temperature, wearing of face masks, rubbing alcohol, wearing of Personal Protective Equipment (PPE) and other paraphernalia, observance of physical distancing, control of crowd and other measures necessary to protect the health and safety of people within the premises of the Department.
10. Confidential communication/documents are duly sealed and stamped CONFIDENTIAL.
11. Personnel granted access to confidential and restricted information shall strictly adhere to the provisions of the Data Privacy Act, ensuring the privacy and securities of such information are never compromised. Confidential and restricted documents must not be disclosed, shared, made public, or used without the written consent of the involved person, except as allowed by law or when requested by quasi-judicial bodies and the court.
12. For the purposes of relevant and critical recording, all installed CCTVs in the Field Office (FO), Centers/Residential Care Facilities (C/RCFs), and other properties of DSWD-NCR must have sufficient memory capacity to ensure the complete storage of recordings of all movements within the premises of DSWD-NCR.

Furthermore, it is imperative to prioritize the safekeeping and safeguarding of CCTV footage. Appropriate measures should be implemented to protect the integrity and confidentiality of the recorded footage, ensuring that it is accessible only to authorized personnel. Strict access controls and secure storage solutions must be in place to prevent unauthorized access, tampering, or loss of the CCTV recordings.
13. Loitering and littering by non DSWD personnel such as guests, visitors, trainees and students around the premises of the DSWD is strictly prohibited.
14. Security guards shall abide by the approved Standard Operating Procedures of the DSWD in the implementation of security measures

within the premises including monitoring and evaluation. The SOP is being made an integral part of these guidelines.

15. The service provider shall regularly monitor performance of all its security personnel deployed in the field office, centers/residential care facilities and other properties of the DSWD-NCR.
16. Maximum security must at all times be implemented in the Field Office, Centers/Residential Care Facilities (C/RCFs), and other premises managed by the DSWD-NCR, including the Field Office Warehouse, which provides stocks of foods and non-food items as augmentation to DSWD clients/beneficiaries.
17. Access to the Field Office Warehouse shall be strictly limited to authorized personnel only. All personnel entering the warehouse premises shall present their identification cards or any valid ID to the security guards for verification and safekeeping during their stay.
18. The Field Office Warehouse shall have surveillance cameras installed in strategic areas to monitor and record all activities within the premises.
19. Security personnel assigned to the Field Office Warehouse shall conduct regular inspections of all incoming and outgoing stocks of foods and non-food items. Any discrepancy or suspicious activities shall be immediately reported to the Chief Security Officer and the respective Warehouse Manager for appropriate action.
20. Only authorized personnel are allowed entry/access to the Field Office Warehouse. Access control measures shall be strictly enforced, and any unauthorized person attempting to gain entry shall be reported to the security personnel for appropriate action.
21. The Field Office Warehouse shall implement strict inventory and documentation procedures to account for all stocks of foods and non-food items. Regular inventory checks shall be conducted to ensure accurate records and prevent loss or pilferage.

VII. IMPLEMENTING PROCEDURES

A. FIELD OFFICE AND CENTERS/RESIDENTIAL CARE FACILITIES PERSONNEL

A. Entry and Exit

A.1 Personnel

1. All personnel are required to register their time of entry upon arrival, during noon break, and before leaving the office in the afternoon through the finger scanning device or bundy clock.

2. All personnel are required to wear the official uniform and display their Identification Card/ARTA ID when inside the premises of the Regional Office during office hours.
3. Personnel bound for field works or will be out of office on official business during office hours shall present the approved Travel Request to the guard on duty. Travel outside Metro Manila shall be supported by Travel authority duly approved by the regional director.
4. All baggage and other hand-carried belongings of incoming and outgoing personnel, residents/clients and visitors and the general public as well as incoming and outgoing vehicles are subject to inspection.
5. Carrying of firearms/handguns, other bladed/deadly weapons and illegal drugs are prohibited inside the premises of the field office and centers/residential care facilities.
6. Gambling, drinking intoxicating liquors, use of prohibited drugs, immoral/indecent acts use of violence in any form are prohibited within the premises of the DSWD. In addition, silence along alleyways, corridors and offices must be observed at all times.
7. The management in the regional office shall conduct periodic inspection to all Centers/Residential Care Facilities and avail existing laws to prevent the construction of illegal structures.
8. Persons who can access confidential documents/information such as RManCom, CRCF Heads and others that may be authorized by the management.
9. DSWD personnel temporarily leaving their workstations between 8:00 AM to 12:00 noon and 1:00-5:00 PM must secure a Pass Slip Form from the Administrative Service. The Pass Slip Form should indicate the purpose and time of departure and must be signed by the respective Division/Unit Heads or their authorized representatives. Upon returning to work, the security personnel shall record the time of return on the gate pass.
10. The Chief Security Officer, C/RCFs Security Officer, Admin Officers, and other designated staff shall conduct periodic on-the-spot inspections of both organic and private security guards, hold regular meetings, and perform inventory checks of security equipment and supplies.
11. The management shall conduct staff development activities such as monthly meetings, assisting the staff during encashment and capability

building activities to concerned personnel involve in regional security administration.

A.2 General Public

1. Visitors, guests, clients, students and other private individuals shall register at the visitor's logbook upon entry and present identification documents to the guard for safekeeping. The assigned guard shall issue visitor's ID and slip. The slip shall be returned by the visitor to the guard with the signature of the person/staff being visited upon leaving the premises.
2. Bags and hand carried personal belongings of incoming and outgoing guests, visitors, trainees, and students are subject to inspection by the security guards.
3. Firearms, rifles, handguns and other forms of weapons should be deposited for safekeeping with the security guard on duty who shall register the same in the logbook reflecting vital information such as identity of the bearer including his/her rank and branch of service, the description and serial number of the said weapon. For this purpose, a safety cabinet shall be made available at the security post.
4. Personal visitors of any personnel who do not have official business in the Field Office and C/RCFs shall not be allowed to go to the office unless with the concurrence of the concerned personnel.
5. Clients who demonstrate unruly and violent acts shall be reported and escorted outside the building if they cannot be managed in a humane manner. Handling of these individuals shall be done in a humane manner as much as possible to protect the image of the Department.

B. Access Control to the Field Office Warehouse:

1. All personnel entering the Field Office Warehouse shall register at the visitor's logbook upon entry and present their identification cards or any valid ID to the security guards for verification and safekeeping. A visitor's ID and slip shall be issued by the assigned guard, and the slip must be returned with the signature of the personnel upon leaving the warehouse premises.
2. Only authorized personnel, including warehouse staff, administrative officers, and designated security personnel, shall have access to the Field Office Warehouse. Visitors or clients shall not be allowed entry without the prior approval of the Warehouse Staff, the DRMD Chief for disaster relief and the Security Officer.

3. Surveillance cameras shall be installed in strategic areas of the Field Office Warehouse to monitor and record all activities within the premises, including entry and exit points, storage areas, and common spaces.
4. The recorded footage from the surveillance cameras shall be stored securely and accessed only by authorized personnel for investigation and review purposes.
5. The Warehouse Staff shall implement strict inventory and documentation procedures to account for all stocks of foods and non-food items in the warehouse.
6. Regular inventory checks shall be conducted to reconcile physical stocks with the recorded inventory, and any discrepancies shall be promptly investigated and reported to the management.

C. Use of Supplies and Equipment

1. Personnel who need to bring out any property/items from the regional office/CRCFs shall present the approved gate pass to the guard for inspection, including a description of the product, tools, and/or equipment's property serial number. All furniture, machinery, equipment, and tools brought in and out of the regional office/CRCFs must be properly recorded in the logbook of the security guards. The guard on duty will collect one copy of the gate pass, while the other copy, signed by the guard, will be given to the staff.
2. All furniture, machineries, equipment and tools brought in and out of the regional office/CRCFs should be properly recorded in the logbook of the security guards. The guard on duty will collect one copy of the gate pass while the other copy signed by the guard will be given to the staff.
3. Upon return, the equipment shall be checked by the guard on duty based on the details indicated in the gate pass. The gate pass shall be forwarded to the property section.

D. Protocol on Office and Privately Owned Vehicles

1. Every travel of any office vehicle, the guard on duty will require approved trip ticket and travel special order.
2. The guard on duty will affix his/her initial in the approved trip ticket indicating the time of departure.
3. Upon return the driver will present the trip ticket while the guard on duty will check the physical status of the vehicle.

The guard on duty will record in the logbook the time of arrival of the vehicle and the status of the vehicle.

4. All vehicles entering and leaving the DSWD premises are subject to inspection by the security guards. Drivers of private vehicles shall deposit any valid ID with the security personnel who shall in turn issue a Visitor's Identification Card. The ID will be returned upon surrender of the said card.
5. If available, vehicles owned or driven by private individuals may be allowed to park during office hours only if they have official business transactions in the regional office or C/RCFs.

E. Accessing of Records

1. Data Privacy Law and its Implementing Rules and Regulations (IRR), including RMO 01 s. 2028 or the DSWD NCR Data Privacy and Protection Policy, shall be strictly observed at all times by all staff of the Department. Hence, confidential and personal information/records must remain restricted and within the exclusive confines of the personnel specified therein. No other personnel shall be allowed to access said documents except when authorized by the management or as may be required by law, court, or quasi-judicial bodies.
- 2 . Procedures on accessing of confidential records/information by staff not authorized to have access.
 - 1.1 Staff needing to have access of confidential records/information for official reason shall submit written request address to his/her immediate supervisor.
 - 1.2 If the confidential records/information being requested is within the area of jurisdiction of the concerned supervisor and he/she has access to the requested records/information the same shall be assessed if the request is valid or disclosure is not prohibited by the Data Privacy Law, existing departmental guidelines and not injurious to any person.
 - 1.3 Once the request is found to be valid, legal, and justified the staff shall be permitted access to the confidential information/records otherwise the request shall not be granted. The staff granted access shall promise in writing that the records/information divulge to him/her shall be held in strictest confidentiality.
 - 1.4 If the confidential records/information being requested is not within the area of jurisdiction by the concerned supervisor or will require further guidance from the management the same shall be elevated to the next level/chain of command/authority for appropriate disposition.

- 1.5 The supervisor and staff involve in the accessing of records/information shall ensure that their actions will not violate any law or policy otherwise they shall be held legally accountable when applicable.

F. Safeguarding of CCTV Data

- A. The main control room monitor of all circuit camera TVs shall be located at the Security Office and/or Admin Division of the field office. In the case of Centers/Residential Care Facilities the same shall be located either in Admin Office or the Office of the Head.
- B. Authorized personnel are allowed entry/access to the CCTV Room. For the regional office, the Administrative Officer, Property Custodian and the Supervisor of the security guards are the authorized personnel. The Heads may request access to the CCTV footage. For the C/RCFs, the Head, the Admin Focal, and the designated guard are authorized personnel.
- C. During incidents, a review of the CCTV footage should be promptly conducted to meet the one-day requirement set by the police for evidence against any wrongdoing.

VIII. INSTITUTIONAL ARRANGEMENT

1. SECURITY SERVICE PROVIDER

The Security Service Provider shall comply with all the terms and conditions stipulated in the contract of agreement. Additionally, they are required to adhere to the rules and regulations set forth by the Philippine Association of Detective and Protective Agency Operators (PADPAO) and the Security Officers and Managers Association of the Philippines (SOCIA)

2. GENERAL ADMINISTRATIVE SERVICE DIVISION (GASD)

1. The Chief Administrative Officer shall act as the overall Chief Security Officer to oversee the physical and records security in the DSWD-NCR facilities. In this role, the Chief Administrative Officer will be assisted by respective Heads/Officers In-Charge and the C/RCFs security officers in overseeing the implementation of security measures in their area of jurisdiction.
2. The GASD shall facilitate the procurement of security services for the DSWD-NCR from eligible and competent service providers. The procurement process for security services shall follow the ISO approved Standard Operating Procedures (SOP) and complies with competitive bidding requirements for goods and services.

3. The GASD shall monitor and supervise the installation of surveillance cameras in strategic areas including but not limited to the following:
 - Outside the office premises and entrance lobby of the field office, CIU, and C/RCFs;
 - Hallways, CIU premises, rooms/offices, conference rooms, and multi-purpose halls;
 - Gates, cottages, and other strategic locations.
4. The GASD, in collaboration with the Office of the Management Information System (MIS), shall develop a computer security policy aimed at protecting and securing documents within the region.
5. The Admin Service shall conduct periodic performance evaluations of the security services provided by the service provider.
6. The Administrative Division shall take the lead in implementing these guidelines and recommend appropriate sanctions, with the approval of the management. The legal and personnel office will also support and recommend any necessary sanctions.

3. CENTERS/RESIDENTIAL CARE FACILITIES

1. Ensure that complaints against security guards/ service providers are properly documented and reported to the Regional Director.
2. Heads of C/RCFs have the right to address any misbehavior or issues with the security guards/service providers.

IX. SANCTIONS

Non-compliance with this Order without justifiable grounds shall be treated as violation of reasonable office rules and regulations and may result in administrative sanctions under Section 22, Rule XVI of the Omnibus Rules and Implementing Book V of Executive Order No. 292 and other pertinent Civil Service Laws.

Non-DSWD personnel (visitors and clients) and security personnel found to have committed any violations against persons and property shall be dealt with in accordance with existing procedures and shall be charged under applicable existing laws.

X. REPEALING CLAUSE

All memoranda, orders or issuances inconsistent herewith are hereby deemed repealed, suspended and/or amended accordingly.

XI. EFFECTIVITY

This revised guideline shall take effect immediately upon its approval.

Done this 31st of AUGUST, 2023


MICHAEL JOSEPH J. LORICO
Acting Regional Director