



## MEMORANDUM

FOR : ALL EMPLOYEES

THRU : THE OIC SENIOR VICE PRESIDENT  
CORPORATE GOVERNANCE GROUP

FROM : THE OIC VICE PRESIDENT  
HUMAN RESOURCES DEPARTMENT

DATE : MAY 29, 2020

SUBJECT : **SHFC GENERAL GUIDELINES ON RETURN TO WORK IN  
AREAS UNDER GENERAL COMMUNITY QUARANTINE**

Pursuant to Memorandum Circular 2020-02 issued by the Department of Human Settlements and Urban Development (DHSUD) on 22 May 2020 outlining the general guidelines under the General Community Quarantine (GCQ), SHFC will open its offices to fully serve its clientele while ensuring the health and safety of its employees.

In view of this, the following general guidelines on work arrangements, office set up and health precautionary measures are issued to serve as the new normal for SHFC:

### WORK ARRANGEMENT

1. **Alternative work arrangements** where workforce of each unit shall physically report to office for a 5-day week, every two weeks as part of the **Skeleton Workforce**, and the remaining 5 days will be for **Work-From-Home** arrangement. (e.g. M-W-F work in SHFC offices and T-Th work-from-home for the first week, and M-W-F work-from-home and T-Th work in the SHFC offices the following week).

#### 1.1. Skeleton Workforce

SHFC offices shall be opened daily to be manned by a skeleton workforce who will be provided with the following:

- Safety and health protocols (e.g. masks, face shields, alcohol/sanitizers)
- Rapid antibody testing
- Shuttle service(whenever available)

## 1.2. Work-From-Home Arrangement

Employees who will not be physically reporting to SHFC offices are to work-from-home subject to the following requirements:

1.2.1. Submission of Work Plans for the week which must be forwarded to Human Resources Department every Friday prior to it.

1.2.2. Submission of Accomplishment Report on Mondays after each week. Both forms must be duly signed by the employee and his/her immediate superior.

Non submission of one or both of the above-mentioned prerequisites and/or non-compliance with the agreed work plans may result to cancellation of the work-from-home arrangement of the employee.

1.2.3 Employees who are sick and are unable to work while on work-from-home schedule should file for sick leave/s with the Human Resources Department.

2. Only a maximum of 50% of personnel will be allowed to report to office on any given day. Schedule of which 5 days to report (in 2 weeks' time) may vary subject to approval of the immediate supervisor taking into consideration the safety and welfare of the employees.

3. Restricted employees or those belonging to the vulnerable/high-risk groups (senior citizens, pregnant women and employees with comorbidities with COVID 19) will still work from home. However, they may be required to physically report to office, if and when necessary.

4. Flexible and shortened office working hours will be allowed to avoid the regular peak hours. Employees may clock in between 7 am to 9 am and clock out between 2 pm to 4 pm to complete 6 working hours.

5. Shuttle services will be provided, whenever possible, while the reduced operation of public transportation is still in effect. However, due to limited capacity, the following shall be implemented for the first two week after the lifting of the Modified Enhanced Community Quarantine (MECQ):

5.1. Priority shall be given to personnel of Operations, FCD, CMD, IPAD, Records, Administrative and other units which are deemed vital to complement the work-from-home transactions of other units to ensure full operationalization of SHFC under the alternative work arrangements.

5.2. Carpooling whenever possible is encouraged for employees who will be reporting to office.

5.3. Employees who have no means of transportation in going to the office may still work-from-home until a shuttle service is provided for pick up /drop off to identified designated areas.

6. Employees who were assigned to the different regional and satellite offices per Office Order dated March 23, 2020 need not report to the Head Office unless to turn over documents. They will be required to work from home until their local offices have been set up.

### **OFFICE SET-UP AND ACTIVITIES/MOVEMENTS WITHIN OFFICE PREMISES**

1. Receiving and releasing of all documents shall be done by the Records Officer and other identified personnel at the 3<sup>rd</sup> floor activity area from 8 am to 11 am. Afternoon will be devoted for disinfection, sorting and distribution of documents to concerned employees and /or units. Distribution done through e-mail or other electronic platform to lessen contact with physical documents will be observed.
2. Walk-in clients or visitors will be accommodated at the 3<sup>rd</sup> floor Activity area provided that:
  - their visit is exigently necessary;
  - they comply with the minimum preventive health measures such as wearing of face masks, registering of normal body temperature, filling up of the Health Declaration Form; and
  - physical distancing within the area is followed at all times.
3. To limit the number of visitors in the office, the use of telephones, emails, social media and similar platforms in responding to queries will be promoted.
4. Office desks and gang chairs in the waiting area will be occupied to maintain at least one (1) meter distance with each other.
5. SHFC elevator will accommodate only 2 people at any given time and will be reserved for the vulnerable/high-risk clients. Employees are highly encouraged to use the stairs.
6. Walkways whenever possible will be designated as one-way to keep employees from brushing past each other and to further space the employees.
7. Employees should avoid crowding while using common areas such as restrooms, pantries, Xerox machines and water dispenser areas.

8. Movement within the office premises will be tightly regulated. As much as possible, all transactions within groups/depts. will be coursed through phone or other electronic methods.
9. Holding of face-to-face meetings will be discouraged. Important meetings will be done through video conferencing or other online methods.
10. Large gatherings will be strictly prohibited. Necessary seminars, trainings and other functions should be done online.

### **PREVENTIVE MEASURES AGAINST COVID-19**

1. SHFC Offices will be disinfected every weekend.
2. Employees and visitors should wear face masks before entry, otherwise, they will not be allowed inside the SHFC premises. Wearing of masks while inside the offices will also be strictly observed.
3. Frontliners will be required to wear face shields and gloves. Their work areas will be secured (through glass or acetate shield) to avoid direct contact with the public.
4. Body temperatures will be checked in Temperature Stations (located in each floor) upon entry. Employees and visitors with low grade fever or temperature of 37.3 or more shall be refused entry.
5. Meticulous hand hygiene and proper coughing/sneezing etiquette should be observed.
6. Hand sanitizers/alcohol will be available at the lobby/security guard area to be used prior to entry to the premises.
7. Footwear soaks will be placed at the office entrances.
8. Improve ventilation of offices by installing air filters and purifiers.
9. Health Declaration Forms should be accomplished by all employees as they report to work. Pro-active health monitoring and daily checking of symptoms by employees who physically report to office will be done.
10. Employees should do daily disinfection routines of their immediate surroundings.
11. Signages and markers will be placed in public spaces to constantly remind employees/visitors strict compliance with health and safety protocols.



*Kaagapay ng Komunidad sa Maginhawang Pamumuhay*



These guidelines will be continuously reviewed and amended subject to official declarations by the government and the continuous monitoring of the spread of the virus to ensure the collective health and safety of all members of the SHFC community.

For your guidance and strict compliance.

A handwritten signature in black ink, appearing to read 'Jessica B. Caraso', written over the printed name.

**JESSICA B. CARASO**  
OIC-Vice President

Approved by:

A handwritten signature in black ink, appearing to read 'Ruben C. Laset', written over the printed name.

**RUBEN C. LASET**  
OIC-Senior Vice President