



REPUBLIC OF THE PHILIPPINES
DEPARTMENT OF FINANCE
BUREAU OF CUSTOMS
1099 MANILA

MEMORANDUM

TO : ASSISTANT COMMISSIONER
ALL DEPUTY COMMISSIONERS
ALL SERVICE DIRECTORS
ALL DIVISION CHIEFS
ALL DISTRICT/PORT COLLECTORS
ALL OTHERS CONCERNED

FROM : REY LEONARDO B. GUERRERO
Commissioner ✕ **MAR 23 2020**



BOC-09-11976

SUBJECT : GUIDELINES DURING THE STRICT IMPLEMENTATION OF
ENHANCED COMMUNITY QUARANTINE (ECQ)

DATE : MARCH 23, 2020

Everyone is reminded of the following guidelines:

1. During this time of crisis, we need to ensure that we stay in touch in order to respond to any exigency. Hence, whether you are part of the skeletal workforce or working from home, you are directed to establish contact with the Central Office and BOC Officers Viber Group every 8:00 'o clock in the morning and 1:00 'o clock in the afternoon on a daily basis.
2. A Daily SMS report is required following the prescribed format: Date/ Collection District/ total of emergency shipments processed for the day/ total number of BOC personnel reported sick. Copy format, edit relevant portion and submit to Viber Group at 1700H daily.
3. Cellular phones and internet connection are our main lines of communication during this time of crisis. Ensure all cellular phones are open and charged at all times. Check for messages on your phone or email every thirty (30) minutes for updates on directives and tasking.

4. Ensure strict compliance with the Enhanced Community Quarantine (ECQ) by BOC Personnel. Comply with guidelines on travel restrictions to avoid compromising the health and safety of our workforce.
5. Frontline area is considered a high risk area. Wearing of masks and other necessary protective gear is mandatory for frontline personnel. The General Services Division (GSD) is tasked to ensure that front liners are provided with Personal Protection Equipment (PPE).
6. Donated emergency supplies shall be expeditiously processed and released within twenty-four (24) hours. District Collectors must closely coordinate with Assessment and Operations Coordinating Group (AOCG) to ensure that this is complied with.
7. Guard against entry of illegal goods. Recent discoveries of illegal drugs in packages prove that unscrupulous individuals are taking advantage of the crisis to smuggle prohibited/regulated goods.
8. Collect lawful and rightful duties and taxes. Our mandate of revenue collection is important at this time when government needs funds for contingency purposes.
9. Be proactive in dispelling rumors that shipments of medical supplies are being held at various ports. Reply, take action and engage stakeholders keeping them informed of the number of emergency shipments released by BOC on a regular basis.
10. Coordinate with Public Information and Assistance Division (PIAD) in posting photos and articles of front liners diligently performing their tasks despite risk to their health. Post it in your websites, Viber Groups, social media accounts for widest dissemination.
11. Check for abandoned/forfeited goods in your respective ports that can be donated to Department of Social Welfare and Development (DSWD).
12. Expedite processing of all pending donations to DSWD.
13. Monitor the health of our workforce. Report to Internal Administration Group (IAG) any case of personnel encountering health problems. Make sure that they receive proper medical attention. IAG to consolidate reports for submission to Department of Finance (DOF).

For guidance and strict compliance.