

**MEMORANDUM**

FOR : ALL BOC OFFICIALS AND EMPLOYEES

FROM : REY LEONARDO B. GUERRERO  
Commissioner **MAR 13 2020**

SUBJECT : **FOUR-DAY WORKWEEK  
AND SUPPORT MECHANISMS**  
▪ **State of Public Health Emergency**

DATE : March 13, 2020

Pursuant to Civil Service Commission (CSC) Memorandum Circular No. 07, s. 2020, re: Interim Guidelines for Alternative Work Arrangements and Support Mechanisms for Workers in the Government for the Duration of the State of Public Health Emergency, the Bureau shall observe the following:

**1. FOUR-DAY WORKWEEK**

- 1.1. The compressed regular working schedule shall be four (4) days with expanded regular working hours of **7:00 AM to 6:00PM** and lunch break of 11:30AM to 12:30PM.
- 1.2. The compressed regular working days of each personnel (regular, casual and those under contract of service) shall either be:
  - a. **Monday to Thursday**, or
  - b. **Tuesday to Friday**.
- 1.3. For offices rendering 24/7 services, such as Airport and Port Operations as well as Intelligence and Enforcement Operations, the existing shifting schedule shall continue to be in force and effect. The compressed regular working schedule shall not apply.
- 1.4. The respective Head/Chief of Division/Unit/Office for offices under the Office of the Commissioner and Groups, and the District Collector for Collection Districts shall determine the assigned compressed regular working days of personnel under their supervision taking into consideration complete delivery of service. The assigned compressed regular working schedule shall be forwarded to the Human Resource Management Division (HRMD) thru **hrmd@customs.gov.ph** not later than March 16, 2020.
- 1.5. Rendering of overtime services shall be discouraged during the effectivity of the State of Public Health Emergency.

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2. **SUPPORT MECHANISMS**

2.1 Health Interventions.

- 2.1.1 The Medical and Dental Division (MDD) and the General Services Division (GSD) shall ensure that appropriate supply of medicine, masks, alcohol and disinfectants are available and distributed. Distribution to offices handling frontline services shall be prioritized in case of limited supply.
- 2.1.2 The MDD shall coordinate with the Enforcement and Security Services (ESS) to ensure that the body temperature of all personnel and transacting public entering BOC premises have been checked.
- 2.1.3 The GSD shall ensure the regular disinfection of all BOC offices.
- 2.1.4 The MDD shall schedule regular stress debriefing sessions on BOC personnel.
- 2.1.5 For emergency situations, the **Medical and Dental Division** may be reached thru **09159812092**

2.2 Meetings/ Social Interactions.

- 2.2.1. Face to face meetings are generally discouraged. Use of technology such as email, mobile communication, and other related means shall be preferred.
- 2.2.2. All trainings, seminars, workshops and the like which have been previously approved are hereby suspended.
- 2.2.3. Flag ceremony in mass gatherings are suspended. In lieu thereof, flag ceremony shall be held on the first working day of the week, 7:45AM, at the flagpole in all BOC Offices. Further, the participants shall be limited to the ESS personnel deployed at the Central Office and different Collection Districts.
- 2.2.4. All BOC employees who travelled in a country with COVID-19 positive cases and arrived on or after March 3, 2020 shall undergo self-quarantine in his residence or at a medical institution for at least 14 (fourteen) days after arrival.
- 2.2.5. All previously approved foreign travels to countries with COVID-19 positive cases are revoked, and no request shall be entertained during the effectivity of the State of Public Health Emergency.

- 2.3 COVID-19 Case or Person-Under-Investigation (PUI).
- 2.3.1 In case a BOC personnel has been tested positive for COVID-19 or classified as PUI, or had direct contact with a COVID-19 patient or PUI, the following should be observed:
- a. **Mandatory quarantine** and immediately seek medical attention; and
  - b. Preferably notify the immediate supervisor thru mobile communication.
- 2.3.2 All Head/Chief of the Division/Office/Unit shall immediately report/notify MDD the circumstances surrounding the COVID-19 positive case or PUI who had physical contact with a BOC personnel or was at the BOC premises/offices.
- 2.3.3 Work in the BOC premises/offices where the COVID-19 positive case or PUI had contact with shall be suspended until the same has been disinfected, sanitized and cleared by the appropriate government agency.
3. This Memorandum shall take effect on March 23, 2020 and shall last until the declaration of Public Health Emergency by the President is lifted.

For strict compliance.