



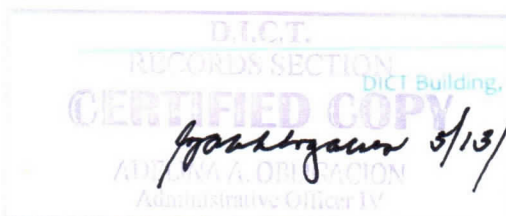
REPUBLIC OF THE PHILIPPINES  
DEPARTMENT OF INFORMATION AND  
COMMUNICATIONS TECHNOLOGY

DEPARTMENT CIRCULAR NO. 005 MAR 25 2020

- FOR : ALL COVERED ICT-ENABLED BUSINESS PROCESS  
OUTSOURCING (ICT-BPO) ENTERPRISES AND  
ESTABLISHMENTS, AND THEIR PERSONNEL.
- RE : IMPLEMENTATION OF MEMORANDUM FROM THE  
EXECUTIVE SECRETARY CIRCA MARCH 2020, ON THE  
CONTINUED OPERATION OF ICT-BPO COMPANIES  
DURING THE PERIOD OF ENHANCED COMMUNITY  
QUARANTINE.

In the exigency of the service, and as directed by the Memorandum from the Executive Secretary, circa March 2020, re: *Additional Guidelines for the Community Quarantine over the Entire Luzon and Management of the Coronavirus Disease 2019 (COVID-19) Situation*, and the Inter-Agency Task Force for the Management of Emerging Infectious Disease (IATF-MEID) Resolutions, circa March 2020, the following guidelines are hereby issued:

1. **Scope and Coverage.**—This Circular shall cover the **ICT-enabled Business Process Outsourcing (ICT-BPO) sector**, operating in Luzon and other areas placed under Enhanced Community Quarantine (ECQ).
2. **Work-From-Home Arrangements.**—Work-From-Home (WFH) arrangements shall, as a general rule and as far as practicable, be utilized in the ICT-BPO sector. All ICT-BPO enterprises or establishments shall transfer the necessary equipment to facilitate WFH arrangements within the periods set by the IATF-MEID.
3. **Continued Workplace Operations of ICT-BPOs through Skeleton Workforce.**—The ICT-BPO enterprises and establishments shall be allowed to continue workplace operations through a skeleton workforce, subject to the strict observance of social distancing measures and the provision of appropriate temporary accommodations or shuttle service arrangements within the immediate vicinity of the workplace.
4. **Movement of ICT-BPO Skeleton Workforce in areas under Enhanced Community Quarantine.**—All personnel/workers comprising the skeleton workforce of ICT-BPO enterprises and establishments shall be **PERMITTED** to pass through the control points to and from their place of work, upon presentation of their duly-issued Company ID, Proof of Residence, or Certification of Employment. To facilitate passage through control points, the official IATF Accreditation ID shall be presented beginning 26 March 2020, unless extended.



5. ***Skeleton Workforce Restrictions.***—All ICT-BPO enterprises and establishments shall implement the following measures:

- a. The following persons shall not be part of the skeleton workforce:
  - i. Persons who are under investigation (PUI), under monitoring (PUM), or Confirmed, with COVID-19 infection.
  - ii. Persons with symptoms of COVID-19 infection, or similar illness.
  - iii. Persons with high risk of infection, such as, but not limited, to those who are:
    - a. Sickly, or have pre-existing medical conditions.
    - b. Immuno-compromised, or with co-morbidities.
    - c. Elderly, or sixty (60) years old and above.
    - d. Pregnant or lactating.
- b. All personnel/workers in the skeleton workforce shall at all times practice proper hygiene, and exercise due prudence and discretion in maintaining a clean, healthy, and safe working environment, to avoid the spread of infection.
- c. The work environment shall be sanitary, and subjected to periodic cleaning.
- d. All personnel/workers in the skeleton workforce, whether within the office or transiting to and from the office, shall visibly and conspicuously wear their duly-issued Company Identification Card (ID).

6. ***Compliance with Other Issuances.***—This Circular complements Memorandum Circular Nos. 20-06, and 20-08, circa March 2020, as well as other applicable issuances of DTI, compliance with which is strictly enjoined. The ICT-BPO sector shall likewise comply with the directives of the Office of the President, the IATF-MEID, the Department of Health (DOH), the Department of Labor and Employment (DOLE), as properly implemented by the local government units, law enforcement, and military units having jurisdiction over the areas placed under ECQ.

This Circular shall take effect immediately, and shall remain in full force for the duration of the declared state of public health emergency, and until further orders.

For strict and immediate compliance.

  
GREGORIO B. HONASAN II  
Secretary



Copy furnished:  
All concerned.

