



ADMINISTRATIVE ORDER

No. 11
Series of 2024

SUBJECT : GUIDELINES IN THE IMPLEMENTATION OF FLEXIBLE WORK ARRANGEMENTS FOR CONTRACT OF SERVICE (COS) AND JOB ORDER (JO) WORKERS IN THE DEPARTMENT OF SOCIAL WELFARE AND DEVELOPMENT (DSWD)

I. RATIONALE

The Civil Service Commission (CSC) issued *Memorandum Circular No. 6, s.2022* on 06 June 2022 pursuant to Resolution No. 2200209 promulgated on 18 May 2022 which institutionalizes the policies on flexible work arrangements that shall provide adaptable and considerate work schemes for government officials and employees to manage any current or emergent situations caused either by natural and human-induced calamities and any other situations that may affect the delivery of public services.

Flexible work arrangements provide opportunities for government agencies to enhance operational efficiency and effectiveness, and support work-life balance of government workers while providing high level and continuing public service for the Filipinos. As clarified in pertinent CSC policies, COS and JO workers are not covered by Civil Service laws, rules and regulations, and thus, are not considered as government employees albeit their deployment in government agencies.

On September 13, 2022, the Commission on Audit (COA) and Department of Budget and Management (DBM) issued Joint Circular (JC) No. 1 series 2022 or the Policies on the Adoption of Flexible Work Arrangements for COS and JO Workers in Government.

Since the DSWD began to adopt the flexible work arrangements for its officials and employees, there is a need to integrate work requirements and welfare of workers engaged by the Department on a COS and JO basis, subject to the internal guidelines to be issued for the purpose.

In view of the foregoing, the DSWD deemed it appropriate to establish internal guidelines to ensure delivery of services while protecting the safety and health of its COS and JO workers.

II. LEGAL BASIS

The legal basis for this issuance is the COA – DBM JC No. 1, s. 2022, or the *“Policies on the Adoption of Flexible Work Arrangements for Contract of Service (COS) and Job Order (JO) Workers in Government”* issued on September 13, 2022.

III. PURPOSE

This Administrative Order (AO) is being issued to provide internal guidelines in accordance with the policy on flexible work arrangements in the government by ensuring that the needs and expectations of COS and JO workers in the Department are addressed in view of the circumstances brought about by natural and human-induced calamities, disasters, medical situations/conditions and other similar situations.

IV. SCOPE AND COVERAGE

This AO shall cover all COS and JO Workers of the DSWD Central Office (CO) and its Field Offices (FOs), including those at the centers and residential based facilities, satellite offices, Social Welfare and Development (SWAD) teams, provincial operations offices, and those assigned at the city/municipal level.

Institutional COS¹ workers deployed/assigned in the Department to provide janitorial, security, consultancy and other support services are excluded from this issuance. However, the service providers, as employers of institutional COS workers, must ensure that the latter's work schedules are aligned with the policies set forth by the Department.

V. DEFINITION OF TERMS²

- A. COMBINATION OF FLEXIBLE WORK ARRANGEMENTS** – refers to the adoption or implementation of combination of flexible work arrangements that are prescribed only in this AO, under item VIII.F.
- B. COMPRESSED WORKWEEK** – refers to a work arrangement whereby the forty (40) hours workweek for five (5) days of the COS and JO workers is compressed to four (4) days and that the COS or JO worker is required to render ten (10) hours of work per day.
- C. CONTRACT OF SERVICE** – refers to the engagement of the services of an individual, private firm, other government agency, non-governmental agency, or international organization as consultant, learning service

¹ Institutional contract refers to the agreement between the government agency and contractor or service provider duly-registered and recognized by authorized government agencies to provide services covering lump sum work or services to perform janitorial, security, consultancy and other support functions, subject to the provisions of Republic Act No. 9184 and its Implementing Rules and Regulations, and pertinent budgeting, accounting, and auditing rules and regulations (Sections 5.3 and 6.1.1 of COA-DBM JC No. 2, s. 2020).

² For purposes of this guideline.

provider or technical expert to undertake special project or job within a specific period.

- D. FLEXIPLACE** – refers to an output-oriented work arrangement that authorizes COS or JO worker to render service at a location away from their office, either in their home/residence, Department’s satellite office, or another fixed place, on a temporary basis duly approved by authorized official. The three (3) types of Flexiplace work arrangement are the following:
1. **WORK FROM HOME** – is a type of flexiplace work arrangement where COS or JO worker work at home or in their residence.
 2. **WORK FROM SATELLITE OFFICE** – is a type of flexiplace work arrangement where the COS or JO worker, instead of reporting to their official workstation, report for work at a Department’s satellite office near their place of residence (e.g. in the CO, other FO, centers and residential based facilities, and provincial offices).
 3. **WORK FROM ANOTHER FIXED PLACE** – is a type of flexiplace work arrangement where the COS and JO workers render service within the Philippines, at a place conducive for productive work and efficient performance of official duties and responsibilities, other than their home or residence and the Department’s satellite office.
- E. DEPARTMENT SATELLITE OFFICE** – refers to the DSWD FOs, including those at the centers and residential based facilities, satellite offices, SWAD teams, provincial operations offices, and those assigned at the city/municipal level.
- F. FLEXTIME** – refers to a work arrangement where the adoption of flexible time for its COS and JO workers from 7:00 AM to 6:30 PM³, in the case of the CO, and from 7:00 AM to 7:00 PM, in the case of FOs, on a daily basis is allowed, provided that the required forty (40) hours workweek is complied with.
- G. HOME/RESIDENCE** – for the purpose of flexiplace work arrangement, *home* or *residence* shall mean either the permanent and/or temporary residence of the COS and JO workers, as declared in his/her recent Personal Data Sheet (PDS) submitted to the Human Resource Management and Development Service (HRMDS), in the case of the CO, and to the Human Resource Management and Development Division (HRMDD), in the case of the FOs.
- H. JOB ORDER** – refers to piece work (pakyaw) or intermittent or emergency jobs such as clearing of debris on the roads, canals, waterways, etc. after natural/human-induced disasters/occurrences and other manual/trades

³ DSWD AO No. 14, series of 2021, or the “Revised Guidelines on the Full Flexitime Schedule in the DSWD Central Office”

and crafts services such as carpentry, plumbing, electrical and the like. These jobs are of short duration and for a specific piece of work.

- I. **SKELETON WORKFORCE** – refers to a work arrangement where a minimum number of COS or JO worker is required to report the office to render service when full staffing is not possible.
- J. **WORK SHIFTING** – refers to a work arrangement applicable to OBSUs that operate 24-hour continuous service delivery on a daily basis, or to OBSUs required to observe workplace health and safety protocols. This is also applicable to occupational groups that provide security and safety to the personnel and/or property, provided that the number of work hours shall not be less than the required forty (40) hours work per week.

VI. APPLICABLE CONDITIONS WHEN FLEXIBLE WORK ARRANGEMENTS MAY BE ALLOWED

The Adoption of Flexible Work Arrangements may be allowed under any of the following conditions:

- A. **SITUATIONAL** – under this condition, COS and JO workers may be allowed to adopt flexible work arrangement, including the following circumstances:
 1. **For ad-hoc task/s assignment/s** that require/s short period of time or project-based, e.g. project proposal preparation, reports preparation, research, case adjudication, and other analogous circumstances.
 2. **Emergence of a national or local outbreak of a severe infectious disease**, to include the following:
 - Being stranded due to quarantine protocols;
 - Unavailability of transportation; and
 - If the official workstation or the place of assignment of the COS or JO worker is located within one (1) kilometer radius from facilities and installations where infected/suspected patients and public health workers and other frontline workers who, while in the performance of his/her respective public duties, are regularly exposed to infectious diseases.
 3. **Occurrence of natural or human-induced calamities**, to include the following circumstances:
 - If the COS or JO worker is in a calamity-stricken area;
 - Unavailability of transportation;
 - Inaccessible road;
 - If the COS or JO worker is stranded away from his/her home or Department's satellite office.

B. MEDICAL – under this condition, COS and JO workers may be allowed to adopt flexible work arrangements if they are:

1. **Recuperating from medical procedure**, such as chemotherapy, dialysis, recovering from an accident, and other analogous conditions or circumstances, **which does not affect his/her ability to perform regular work assignment at an alternative worksite, as certified by the attending physician.**

COS/JO workers circumstances	Applicable request for flexible work arrangement	Documentary Requirement
Individual with Cancer who undergo Chemotherapy	<p>One may avail flexible work arrangement throughout the duration of his/her chemotherapy sessions with a maximum of six (6) months period. Extension thereof shall be subject to the recommendation of attending physician and further evaluation of the medical officer of the department.</p> <p>The COS/JO workers shall be considered as absent during the medical procedure or may charge to Time-off Extra Services Credits (TOESC) if applicable</p>	<ol style="list-style-type: none"> 1. Medical certificate stating the diagnosis, symptoms, duration of chemotherapy and recommendation that he/she is fit to work for a specific period 2. Medical Abstract 3. Treatment Protocol (to determine actual day of absence)
Individual with Stage IV to Stage V Chronic Kidney Disease (CKD) who undergo Hemodialysis	<p>One may avail flexible work arrangement the next day after the hemodialysis until such time that he/she recovered from the effects of the treatment subject to the recommendation of attending physician and further evaluation of the medical officer of the department.</p>	<ol style="list-style-type: none"> 1. Medical certificate stating the diagnosis, symptoms and recommendation that he/she is fit to work at home for a specific period 2. Medical Abstract

	<p>The COS/JO workers shall be considered as absent during the medical procedure or may charge to TOESC if applicable</p>	
<p>Individual who undergo non-surgical procedure due to illness/accidents</p>	<p>One may avail flexible work arrangement the next day after discharge from the hospital due to illness/minor accidents with a maximum of one (1) week period.</p> <p>For severe injuries sustained from accident, one may avail flexible work arrangement the next day after discharge from the hospital with a maximum of one (1) month period.</p> <p>Extension thereof shall be subject to the recommendation of attending physician and further evaluation of the medical officer of the department.</p>	<p>1. Medical certificate stating the diagnosis, procedure, symptoms and recommendation that he/she is fit to work at home for a specific period</p> <p>2. Medical Abstract</p>
<p>Individual who undergo surgical procedure due to illness/accidents</p>	<p>Minor surgical procedure - One may avail flexible work arrangement after three (3) days from discharge from the hospital with a maximum of two (2) weeks period and;</p> <p>Major surgical procedure - One may avail flexible work arrangement after five (5) days from discharge from the</p>	<p>1. Medical certificate stating the diagnosis, procedure (indicating minor or major procedure), symptoms and recommendation that he/she is fit to work at home for a specific period</p> <p>2. Medical Abstract</p>

	<p>hospital with a maximum of two (2) months period.</p> <p>Extension thereof shall be subject to the recommendation of attending physician and further evaluation of the medical officer of the department.</p>	
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2. Medically vulnerable, immunocompromised, and those with autoimmune disease/illness and comorbidities who undergo medical treatment or procedure.

Applicable request for flexible work arrangement	Documentary Requirement
<p>One may avail flexible work arrangement if he/she undergoes the following procedure:</p> <ol style="list-style-type: none"> 1. Minor surgical procedure - One may avail flexible work arrangement after three (3) days from discharge from the hospital with a maximum of two (2) weeks period; 2. Major surgical procedure - One may avail flexible work arrangement after five (5) days from discharge from the hospital with a maximum of Two (2) months period and 3. Admission to Hospital for non-surgical procedure - One may avail flexible work arrangement the next day after discharge from the hospital with a maximum of One (1) week period <p>Extension thereof shall be subject to the recommendation of attending physician and further evaluation of the medical officer of the department.</p>	<ol style="list-style-type: none"> 1. Medical certificate stating the diagnosis, procedure, symptoms and recommendation that he/she is fit to work at home for a specific period 2. Medical Abstract

VII. GENERAL GUIDELINES

- A. The COS and JO workers in the Department, with due consideration of their functions and tasks may be considered for any of the following flexible work arrangements:
1. Skeleton Workforce;
 2. Flexiplace;
 3. Compressed workweek;
 4. Work Shifting;
 5. Flexitime; and
 6. Combination of flexible work arrangement.
- B. The COS and JO workers and their immediate supervisor shall arrive at an agreeable work arrangement in consideration of the task assigned and of its complementarity to the flexible work arrangements to be adopted. Approval of the same shall be subject to the provisions of the policies on flexible work arrangements set forth herein.
- C. The COS and JO workers shall abide by the schedule of work as may be stated in their Memorandum of Agreement with the Department or with the respective prescribed working hours in the DSWD Central Office or Field Office.
- D. The COS and JO workers who will be under any of the flexible work arrangements shall be paid the corresponding cost of service/wages upon submission of Daily Time Records (DTRs) for the period, as may be applicable, with complete supporting documents as may be required.
- E. Those OBSs of the COS and JO workers who shall avail of the flexible work arrangements should prepare their Authority to Adopt flexible work arrangements, on a monthly basis, in compliance with the rules herein, and as further discussed in item IX hereof.

On the other hand, those COS and JO workers who shall not avail of the flexible work arrangements shall mean that they shall continue to adopt the existing work schedule being implemented in their Office (e.g. CO/FO) and need not prepare and submit their approved Authority to Adopt flexible work arrangements. It is also understood that if a COS or JO's name is not indicated in the approved Authority to Adopt Flexible Work Arrangements, he/she is adopting the official work schedule of the Office (e.g. CO/FO).

- F. All Heads of OBSs/Clusters/FOs shall ensure that all their clients are assured of continuous delivery of services from 8:00 AM to 5:00 PM, including lunch break, throughout the workweek. However, the implementation of such arrangements shall not prejudice the participation or involvement of their COS and JO workers in official activities of the Department.

- G. The Adoption of flexible work arrangements shall not be an excuse or reason for not being able to comply with the deadline on the submission of Daily Time Record (DTR) and other supporting documents with certified true copy. As such, only original copy of DTRs bearing the original/wet signatures of the concerned COS or JO worker shall be allowed, except in extreme cases where COS or JO worker will not be able to report to work due to state of public health emergency or state of calamity, subject to the condition that the original copy of said documents with the original/wet signatures shall be submitted to the PAD/PAS within one (1) week after the situation cases/allows.
- H. The COS and JO workers who will be part of the agency skeleton workforce and are able to physically report onsite in cases when full staffing is not possible may be granted appropriate additional benefit, subject to separate authorization by the Office of the President, and availability of funds.
- I. The COS workers under work from home and work from another fixed place arrangement are not entitled to compensatory Time-off Extra Services Credits (TOESC)/ extra services pay.
- J. All OBSs shall adopt performance standards and timelines in accordance with Republic Act (RA) No. 11032⁴, in consonance with the approved Office/Division/Individual Performance Commitment and Review (OPCR/DPCR/IPCR) to guide the COS and JO workers in the performance of their assigned task/s.

OBSs shall adopt monitoring mechanisms, such as submission of an Individual Daily Log and Accomplishment Report, **[attached herein Annex B]** to evaluate the performance of COS and JO workers are in place to ensure timely, effective, and efficient delivery of service agreements and other planned arrangements.

Failure to accomplish the assigned task/s within the timelines set by the OBSs may serve as grounds to deny subsequent requests for Flexible Work Arrangement/s.

- K. The COS and JO workers shall ensure the confidentiality of official documents and records and abide by the rules and regulations set forth under RA No. 10173. S, 2012 or the Data Privacy Act, and the corresponding policy issued by the Department thereto.

Failure to comply with RA No. 10173 S, 2012 shall be a ground for termination of contract without prejudice to any other legal actions that may be pursued under applicable laws and regulations.

- L. Considering that the priority of the DSWD is the quality and continuity of its service delivery, **the adoption of flexible work arrangements** is not

⁴ "An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services Amending for the Purpose Republic Act No. 9485, Otherwise Known as the Anti-Red Tape Act of 2007, and for Other Purposes"

mandatory but may be allowed depending on the circumstances and conditions set forth herein.

The Heads of OBSs/Clusters/FOs are expected to study the requirements of their OBSs' clients and their mandates and functions, especially those involved in the operations and disaster response, as a basis for the planning in the adoption of flexible work arrangements and its implementation. Hence, they shall determine the applicability of the appropriate flexible work arrangements to be implemented in their respective OBSs based on the circumstances, taking into consideration the needs and demands of the OBS they supervise, as long as the service delivery shall not be hampered. Heads of OBSs/Clusters/FOs may also, at his/her discretion, cancel or disapprove the arrangement due to the unit's needs and priorities.

- M.** In the exigency of the service, CO/FO COS and JO workers who are working off site may be recalled by the Head of the OBSU/Cluster/Field Offices to report physically in his/her official workstation, except in cases when he/she cannot do so due to valid and justifiable reason.

If the COS or JO workers have rendered extra services, they must also ensure that they are included in the Authority to Render Extra Services of his/her OBS for the proper computation of TOESCs and/or extra services pay.

- N.** The Department may reserve the option to suspend the implementation of flexible work arrangements when necessitated by the demands of government service or other extraordinary circumstances to ensure its effective operations.
- O.** There shall be a mandatory review by the Head of OBSU of the flexible work arrangements applicable to COS and JO workers every year which shall be submitted to the HRMDS in the CO and Human Resource Management and Development Division (HRMDD) in FOs, for consolidation/monitoring purposes.
- P.** Each Heads of OBSs/Clusters/FOs are encouraged to discuss the adoption of flexible work arrangements with their respective COS or JO workers, to clearly identify and assess whose job functions and tasks can be done off-site and the modes of flexible work arrangements, especially the deliverables and outputs of those who will adopt Flexiplace work arrangement.
- Q.** The CO/FOs shall incorporate in their Public Service Continuity Plan the adoption of flexible work arrangements, pursuant to National Disaster Risk Reduction and Management Council (NDRRMC) Memorandum No. 33, series of 2018⁵

⁵ "Public Service Continuity Plan (PSCP) Template for Government Agencies"

- R. COS and JO workers who adopted flexible work arrangement/s shall be entitled to compensatory Time-off Extra Services Credits (TOESC) and Extra Services Pay **if they physically reported for work** and rendered services beyond their official work schedule on scheduled workdays or forty (40) hours a week, and those who rendered on rest days or scheduled days off, holidays, and special non-working days, both exclusive of time for lunch and rest.

Said entitlement is subject to the provisions of DSWD AO No. 22, series of 2021⁶.

However, those who adopted the Compressed Workweek will not be entitled to TOESCs and extra services pay if they rendered work during their day-off for the week, even including those instances when the concerned COS/JO worker was instructed by the Head of the OBS/Cluster/FO to report to the office on his/her scheduled day-off due to the exigency of the service.

- S. OBSs may adopt the use of videoconferencing/teleconferencing in conducting meetings/assemblies and other critical activities, whenever applicable.
- T. The request for flexible work arrangements shall be based on the medical certificate issued by the attending physician and supported with the medical records of the COS and JO workers concerned and a medical certification that he/she is fit to work despite his/her medical condition/s. The Head of Office shall endorse the request for Authority to Adopt Flexible Work Arrangement to the Personnel Administration Division (PAD)/Personnel Administration Section (PAS) for evaluation and coordination with the Medical Officer of the Department for further assessment/confirmation on the validity of the said recommendation based on the reason/s indicated in the medical certificate for avilment of the same. The symptoms/effect of treatment experienced by the COS and JO workers must be clearly stated in the medical certificate issued by the attending physician for proper evaluation. After which, the said request will be endorsed to the proper signatories for approval.

In the absence of the required documents, request to adopt flexible work arrangement will not be endorsed by HRMDS to approving authority but will be returned to concerned OBS.

⁶ "Internal Rules and Administrative Procedures on Rendition and Compensation of Extra Services of DSWD COS Workers"

VIII. OPERATIONAL GUIDELINES IN THE IMPLEMENTATION OF FLEXIBLE WORK ARRANGEMENTS

A. FLEXIPLACE

1. WORK FROM HOME

- 1.1. This may be adopted, subject to mutually agreed arrangements between the COS or JO worker and the Head of the OBSUs.
- 1.2. The working day is from Monday to Friday and the working hours should be rendered at eight (8) hours per day. Saturday and Sunday shall be the days-off.
- 1.3. COS and JO workers are not entitled to TOESCs and extra services pay except for circumstance as stated in Item VII.R under General Guidelines.
- 1.4. This shall apply to COS and JO workers whose assigned task/s, as reflected in their approved Performance Contract, can be accomplished outside the office⁷.
- 1.5. Under the situational conditions illustrated under items VI.A.2 and VI.A.3, the Head of the OBS/Cluster/FOs shall determine and assign alternative task/s subject to the performance standards and timelines for its completion in consonance with the approved IPCR.

In case the Head of the OBS/Cluster/FOs has not assigned any other task/s, the concerned COS and JO worker should initiate in coordinating the matter with them or his/her colleagues so he/she may be able to produce outputs.

Assigned alternative task/s, or any other task/s for that matter, should be recommended by the Head of the OBS/Cluster/FOs.

- a. If, upon coordination of the concerned COS and JO worker, the Head of the OBS/Cluster/FO and his/her colleagues have not given him/her alternative tasks, the Head of the OBS/Cluster/FO shall issue a justification regarding the case of the COS/JO to support his/her attendance, to be attached to his/her DTR, and shall be considered on **excused absence** for the applicable day/s.
- b. If the concerned COS and JO worker did not coordinate the matter with the Head of the OBS/Cluster/FO and his/her colleagues, he/she **shall be considered as absent** on day/s that he/she has no accomplishment/s.

⁷ For the list of tasks that may be allowed to accomplish outside the office, please refer to [Annex A](#)

- 1.6. COS and JO workers shall make themselves available during the work hours. In case of failure to respond to official concerns without justifiable reason/s, the equivalent number of hours or minutes shall be deducted from his/her Cost of Service. The Head of the OBSUs shall reflect this in the Remarks portion in the Daily Log and Accomplishment Report of the concerned COS or JO worker, for proper computation of their attendance by the Personnel Administration Division (PAD), in the case of the CO, and the Personnel Administration Section (PAS), in the case of the FO.

2. WORK FROM ANOTHER FIXED PLACE

- 2.1. This may be adopted, subject to mutually agreed arrangements between the COS or JO worker and the Head of the OBSUs.
- 2.2. The working day is from Monday to Friday and the working hours should be rendered at eight (8) hours per day. Saturday and Sunday shall be the days-off.
- 2.3. COS and JO workers are not entitled to TOESCs and extra services pay except for circumstance as stated in Item VII. R under General Guidelines.
- 2.4. This shall apply to COS and JO workers whose assigned task/s, as reflected in their approved Performance Contract, can be accomplished outside the office⁸.
- 2.5. Under the situational conditions illustrated under items VI.A.2 and VI.A.3, the Head of the OBS/Cluster/FOs shall determine and assign alternative task/s subject to the performance standards and timelines for its completion in consonance with the approved IPCR.

In case the Head of the OBS/Cluster/FOs has not assigned any other task/s, the concerned COS and JO worker should initiate coordinating the matter with them or his/her colleagues so he/she may be able to produce outputs.

Assigned alternative task/s, or any other task/s for that matter, should be recommended by the Head of the OBS/Cluster/FOs.

- a. If, upon coordination of the concerned COS and JO worker, the Head of the OBS/Cluster/FO and his/her colleagues have not given him/her alternative tasks, the Head of the OBS/Cluster/FO shall issue a justification regarding the case of the COS/JO to support his/her attendance, to be

⁸ For the list of tasks that may be allowed to accomplish outside the office, please refer to [Annex A](#)

attached to his/her DTR, and shall be considered on **excused absence** for the applicable day/s.

- b. If the concerned COS and JO worker did not coordinate the matter with the Head of the OBS/Cluster/FO and his/her colleagues, he/she **shall be considered as absent** on day/s that he/she has no accomplishment/s.
- 2.6.** COS and JO workers shall make themselves available during the work hours. In case of failure to respond to official concerns without justifiable reason/s, the equivalent number of hours or minutes shall be deducted from his/her Cost of Service. The Head of the OBSUs shall reflect this in the Remarks portion in the Daily Log and Accomplishment Report of the concerned COS or JO worker, for proper computation of their attendance by the Personnel Administration Division (PAD), in the case of the CO, and the Personnel Administration Section (PAS), in the case of the FO
- 2.7.** This shall be done within the Philippines, at a **place conducive to productive and efficient performance of official duties and responsibilities**, other than their home, residence or the Department's satellite office.

The concerned COS or JO worker shall indicate in their request the specific fixed place where he/she will be working, in order that task/s may be properly assigned.

The Head of the OBSUs shall assign personnel who will assess if the place where the COS or JO worker will be working is conducive to productive work performance and delivery of outputs and verify if the request of the COS or JO worker for a Work from Another Fixed Place is feasible prior the recommendation to the proper approving authorities. Said verification shall include that their location is covered in the Declaration of State of Calamity by the proper government agency.

The concerned COS or JO worker shall attach a copy of the declaration of state of calamity and such other evidence as may be necessary e.g. bus ticket.

The Head of the OBSUs shall take full responsibility for the grant of Work from Another Fixed Place.

- 2.8.** If caught rendering work in a place where he/she did not request for shall be a ground to deny subsequent requests for flexible work arrangements.

3. WORK FROM THE SATELLITE OFFICE

- 3.1. Work from the Satellite Office shall apply to COS and JO workers whose task/s can be accomplished outside the office but may need equipment/facilities that are available in the nearest Department's satellite office.

For this purpose, the concerned COS or JO worker shall request approval from the Undersecretary for General Administration and Support Services Group (GASSG) if they shall render work in the DSWD CO, or from the Regional Director if they shall render work in the DSWD FO, in order that workload arrangement costs incurred by the Department's satellite office be properly coordinated and to seek the consent of the Department's satellite office for his/her intent to report thereat.

- 3.2. Work from Satellite Office may be allowed, when the COS or JO cannot report for work due to typhoons/floods and other natural or human-induced calamities, upon approval of the proper authority, except when the work arrangement is limited to WFH as declared by the Office of the President or proper authorities."
- 3.3. COS and JO workers who are allowed to report for work at the Department's satellite office shall comply with the prescribed working hours of forty (40) hours per workweek. Saturday and Sunday shall be the days – off.
- 3.4. The COS or JO worker, while in the Department's satellite office, shall ensure proper recording of his/her attendance while working thereat. Copy of the logbook/attendance sheet/any available means of recording of attendance, duly certified by the proper authority, shall be attached to his/her DTR and be submitted to the PAD/PAS within the prescribed deadline of his/her official workstation.
- 3.5. The COS and JO workers are not entitled to TOESCs and extra services pay except for circumstance as stated in Item VII.R under General Guidelines.

B. COMPRESSED WORKWEEK

1. Compressed Workweek may be allowed for COS and JO workers whose task/s or portions thereof cannot be accomplished outside the office, particularly those on Skeleton Workforce observing the four (4) – day workweek, and those identified by the Head of the OBSUs necessary for the continued operation of the OBSU in order not to prejudice public service delivery.
2. OBSUs may adopt the following workweek options: Monday to Thursday; Tuesday to Friday; Monday to Tuesday and Thursday to

Friday; or a combination of workdays less than the prescribed five (5) – day workweek provided that public service delivery shall not be prejudiced during the whole workweek (Monday to Friday). The COS/JO worker should render ten (10) hours for each day of the Compressed Workweek following the working hours in CO/FOs.

3. Those who will adopt the Compressed workweek shall not be allowed to render extra services during their day-off for the workweek as it will defeat the purpose of compressing the workweek into 4 working days instead of the 5 regular working days.
4. For this flexible work arrangement, the ten (10) hours must be completed within the day during the official working hours.

As such, any lacking minutes/hours from the 10 hours per day shall be deducted from the cost of service of the concerned COS or JO worker, as may be applicable.

Moreover, any excess minutes/hours from the required 10 hours work per day shall not be used to compensate for the time on the other days of the week. However, these may be subject to TOESCs or extra service pay in the case of COS workers, based on existing DSWD policy on compensation of extra services.

5. One (1) day absence is corresponding to a ten (10) – hour absence. Such absence shall be deducted from available TOESCs if there is an approved locator slip for availing of a compensatory time-off off in lieu of absence. In the absence of approved locator slip for Compensatory time-off or if the TOESCs have been exhausted, such absence shall be deducted from cost of service.
6. In case a regular holiday falls within the scheduled workweek of the COS or JO worker, the required forty (40) – hour workweek shall be considered as complied.

C. SKELETON WORKFORCE

1. Skeleton Workforce shall be adopted only when full staffing is not possible (i.e. pandemic, during natural/human-induced calamities).
2. The Head of the OBS/Cluster/Field Offices that will adopt this work arrangement shall determine the minimum number of staff who will be working on-site to ensure that there is sufficient skeleton workforce in his/her respective OBS for the continuity of operations/services.
3. COS and JO workers assigned as Skeleton Workforce shall comply with the normal working hours of not less than eight (8) hours a day for five days a week, or a total of forty (40) hours a week, exclusive of time for lunch, following the existing CO/FOs work schedule (i.e. full flexitime, sliding flexitime, fixed time, etc.). However, if this work

arrangement is adopted in combination with other flexible work arrangements, the required working hours thereof shall be complied with.

4. The total number of COS and JO workers to make up the Skeleton Workforce shall be determined by the Head of the OBSUs based on the services it provides and subject to existing guidelines such as health protocols issued by the proper authorities.
5. The COS or JO worker who failed to report to office onsite on their assigned working days shall be considered absent.
6. In case the duty or work schedule of COS and JO workers falls on a regular holiday, the required forty (40) – hour workweek shall be considered as complied. However, if he/she is required to report for work in the exigency of service, in the case of COS worker, he/she shall be compensated based on existing guidelines on the payment of extra services.

D. WORK SHIFTING

1. Work Shifting shall apply to OBSUs, including centers and residential based facilities, that operate 24-hour continuous service delivery on a daily basis, provided that the number of work hours shall not be less than the required forty (40) hours work per week.
2. Work Shifting may also apply to OBSUs required to observe workplace health and safety protocols during the emergence of any infectious disease, and to those Offices (CO/FOs) affected by natural or human-induced calamities.
3. The Work Shifting schedule shall be made with prior consultation with the personnel who are senior citizens, solo parents, PWDs, pregnant and nursing mothers, and those with health risks.
4. Work Shifting may also apply to those who are required to respond to disasters/relief operations, and/or emergency needs, and special augmentation, e.g. Pantawid Pamilyang Pilipino Program (4Ps) Special Assessment, 4Ps enrollment, and other special work assignments, duly supported by a Special Order authorizing them to function or perform during said instances.

COS and JO worker shall be entitled to TOESCs and Extra Services Pay if they rendered services beyond their official work schedule on scheduled workdays or forty (40) hours a week, and those who rendered on rest days or scheduled days-off, holidays, and special non-working days, both exclusive of time for lunch and rest.

E. FLEXTIME

1. The DSWD CO and FOs may adopt flexible time for their COS and JO workers provided that they shall render not less than a total of forty (40) hours a week for five (5) days a week, exclusive of time for lunch.
2. In the CO, they shall adopt the existing policy on the flexitime schedule. As such, the working hours in the CO shall start not earlier than 7:00 AM and end not later than 6:30 PM. As for the FOs, they shall also continue to adopt the existing policy on flexitime being implemented thereat.

The Head of the OBSUs shall, however, ensure that the public is assured of their frontline services from 8:00 AM to 5:00 PM, including lunch break.

3. Flexitime may be adopted in case the Daylight-Saving Time is declared by the proper authorities.

F. COMBINATION OF FLEXIBLE WORK ARRANGEMENTS

OBSUs may adopt a combination of any of the following flexible work arrangements that are appropriate/applicable to their mandate/functions as well as the location of their workplace:

- Skeleton Workforce and Work from Home;
- Work Shifting and Work from Home; and
- Combination of three (3) types of Flexiplace.

G. NETWORK AND DSWD INFORMATION SYSTEM ACCESS

All work arrangements must adhere to the security measures provided below:

1. Connect to the DSWD network through a secured Virtual Private Network (VPN) connection.
2. Installed endpoint security software;
3. Observe compliance with existing cybersecurity policy, guidelines, and security protocols.

IX. AUTHORITY TO ADOPT FLEXIBLE WORK ARRANGEMENT AND INDIVIDUAL DAILY LOG AND ACCOMPLISHMENT REPORT

- A. The Authority to Adopt flexible work arrangements shall be prepared using the templates attached as Annex C indicating therein the names of COS and JO workers who will be adopting the flexible work arrangements and

the tasks to be performed and for those who will adopt Work from Another Fixed Place, for approval by the designated Approving Authority, as follows:

DSWD Personnel ⁹		Recommending Authority	Approving Authority
Central Office	Director III, IV or its equivalent	Assistant Secretary Concerned	Undersecretary concerned
	Division Chief (DC) and below	Head of OBS	Undersecretary concerned

DSWD Personnel ¹⁰		Recommending Authority	Approving Authority
Field Office	DC and below	Concerned Assistant Regional Director	Regional Director (RD)

- B. **All personnel should adhere to the approved work arrangement and no amendment of the work arrangement or confirmation for off-site work by the personnel shall be allowed** except for justifiable reason to be determined by the Head of OBSUs. As such, a **Confirmation of the Adopted Flexible Work Arrangements** should be prepared for those COS and JO workers, using the attached **Annex D**.

- C. In case the COS or JO worker adopting the Work from Home and Work from Another Fixed Place work arrangements is recalled or required to report physically in the office, they do not need to prepare the amendment or confirmation of their work arrangement as the time entries reflected in his/her DTR shall already suffice for the services rendered. Hence, it shall be understood that he/she shall adopt the work schedule being implemented in the Office (e.g. full flexitime, sliding flexitime, etc.)

For a similar case mentioned above, when the COS or JO worker have been required to report to work physically in the office beyond the official working time, he/she shall not be considered as late, provided that the Head of the OBSU/Cluster/Field Offices shall certify that the concerned COS or JO worker were advised to report to work only on the same day of his/her scheduled Work from Home or Work from Another Fixed Place work arrangement.

However, if those COS workers would like to claim extra services rendered as TOESC and/or extra services pay, he/she should prepare his/her Confirmation of Adopted flexible work arrangements and must ensure that he/she is included in the Authority to Render Extra Services of his/her OBS, for the proper computation of attendance.

⁹ For each type of Officials including the Officer-in-Charge
¹⁰ For each type of Officials including the Officer-in-Charge

- D. The Authority to Adopt Flexible Work Arrangements should be prepared on a monthly basis and be approved one (1) week before the applicable period of the flexible work arrangements to be implemented by the OBSUs/COS/JO.

For cases of Confirmation of the Adopted Flexible Work Arrangements due to conditions/situations mentioned above, this should be prepared immediately and be approved three (3) working days before the deadline of submission of DTRs set forth in the CO/FO.

If COS or JO workers failed to comply the required documents before the said timeline, the adopted Flexible Work Arrangement shall be deducted from their cost of services subject to refund upon submission of the approved confirmation thereof.

- E. The approved Authority to Adopt flexible work arrangements/Confirmation of the adopted flexible work arrangements shall be attached to the DTR to be submitted to the PAD/PAS.

Blank entries in the DTR that do not correspond to the dates of approved flexible work arrangements should be deducted from available TOESCs if there is an approved locator slip for availment of TOESCs. In the absence of approved locator slip for TOESCs or if the TOESCs have been exhausted, such absence shall be deducted from cost of service.

- F. For COS and JO workers who adopted Work from Home and Work from Another Fixed Place work arrangement, their assigned task/s should be performed to the fullest extent possible in terms of workhours and workdays per workweek. An **Individual Daily Log and Accomplishment Report [Annex B]** should be prepared by the concerned COS and JO workers, reflecting therein his/her **outputs on a daily manner**, and be attached to their DTR to serve as proof of their services rendered and basis for payment of salary and allowance.

No record of accomplishments means no work performed for the day, thus, subjecting the COS or JO worker to absence. Such absence shall be deducted from cost of service.

X. SUPPORT MECHANISMS

- A. The Department shall ensure that COS and JO workers under flexible work arrangements are provided with support mechanisms during the duration of their contract, such as the following:

1. Appropriate personal protective equipment to frontline service providers who are required to physically report to work during pandemic and other calamities;
2. Health/psycho-social interventions like stress debriefing in the workplace;

3. Safe and conducive workplace in accordance with CSC – DOH – DOLE Joint Memorandum Circular No. 1, s. 2020¹¹; and
 4. Appropriate technologies and office supplies needed to perform their day-to-day tasks.
- B. The COS and JO workers shall be held responsible for ensuring the security and safety of government resources provided to them and shall ensure that the same will be used solely for the purpose of performing their work/tasks under flexible work arrangements.
- C. To ensure that flexible work arrangements are cost-neutral to the government, the COS and JO workers under the said work arrangement shall be responsible for the following costs:
1. Mobile device/landline and broadband services, including all corresponding costs for communication used to perform flexiplace work;
 2. Cost of utilities used to perform home-based work, such as electricity and water; and
 3. Transportation cost to and from home, satellite office, or other fixed places.

XI. RESOLUTION OF CASES

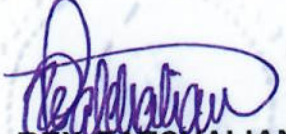
Cases not covered in this AO shall be elevated to the Undersecretary under the GASSG.

XII. REPEALING CLAUSE

Previous issuances of the Department which are inconsistent with this AO are deemed repealed or modified accordingly.

XIII. EFFECTIVITY

This AO shall take effect immediately upon issuance and shall continue to be in force until it is revoked.


REX GATCHALIAN,
Secretary
Date: 17 MAY 2024

Certified True Copy


WILLIAM V. GARCIA, JR.
OIC-Division Chief
Records and Archives Mgt. Division

¹¹ Occupational Safety and Health (OSH) Standards for the Public Sector

20 MAY 2024

ANNEX A

TASKS THAT MAY BE ALLOWED TO BE ACCOMPLISHED OUTSIDE THE OFFICE:

1. Research
2. Policy formulation/review/amendment
3. Project work, including but not limited to, drafting of proposals/project studies/training modules
4. Data encoding/processing
5. Adjudication of cases or review of cases, including legal work
6. Budget planning and forecasting
7. Recording, examination, and interpretation of financial records and reports
8. Evaluation and formulation of accounting, auditing and management control systems
9. Computer programming
10. Database maintenance
11. Design work/drafting of drawing plans
12. Preparation of information materials
13. Sending/receiving e-mail
14. Technical tasks/core functions
15. Virtual assessments on registration, licensing, and accreditation
16. Accreditation of social workers managing court cases
17. HR tasks, e.g. computation of leave credits, preparation of payroll, etc., as the case may be
18. Attendance to **whole day online** workshop/meeting and the likes, provided a Certificate of Attendance/Participation is submitted together with his/her DTR to support his/her attendance on that day/s
19. Other analogous tasks which require the use of a computer and the World Wide Web (Internet) for reading, encoding, printing, or submission of written outputs for the review, evaluation or final presentation/assessment of the immediate supervisor, the Head of the OBS/Cluster/FOs, or the management.

ANNEX B

INDIVIDUAL DAILY LOG and ACCOMPLISHMENT REPORT

This is to respectfully submit to the **(HEAD OF OBSU/CLUSTER/FIELD OFFICE)** the accomplishment report of the undersigned during his/her Work from Home/Work from Another Fixed Place/Work from the Satellite Office work arrangements for the period **(e.g. March 2024)** as a reference in monitoring target deliverables and a supporting document for my attendance for the said period.

A. WORK FROM HOME

- Period/Dates: March 1,5 and 8, 2024

DATE/S	TIME ATTENDANCE (Actual Time Logs)		OUTPUTS	STATUS	Means of Verification	REMARKS
	IN	OUT				
March 1, 2024 (Fri.)	8:00 AM	5:30 PM	Updated the monitoring sheets on xxx.	Done	Shared Google Sheet	Informed the supervisor, for review/checking/ further instructions.
			10:00 AM to 12:00 NN: Attendance to the emergency meeting of the Section	Done	Minutes of the Meeting	For approval
			Prepared the Minutes of the Meeting			
			Prepared the draft policy on xxx.	Ongoing	Shared Google Doc	None yet - ongoing
March. 5, 2024 (Tues.)	8:00 AM	6:00 PM	Continued the preparation of the draft policy on xxx.	Done	Shared Google Doc	Informed the supervisor, for review/checking/ further instructions.
			Answered queries through chat/email on the following: Xxx, xxx, xxx	Done	Responses through chat and email	TA provided
March 8, 2024 (Fri.)	8:00 AM	5:00 PM	Answered queries through chat/email on the following: Xxx, xxx, xxx	Done	Responses through chat and email	TA provided
			9:00 AM to 5:00 PM: Attended the Webinar on xxx	Done	Feedback Report, Certificate of Attendance	For approval

B. WORK FROM ANOTHER FIXED PLACE

- Period/Dates : March 12 and 15, 2024
- Place of work : Manila City Library

DATE/S	TIME ATTENDANCE (Actual Time Logs)		OUTPUTS	STATUS	Means of Verification	REMARKS
	IN	OUT				
March 12, 2024 (Tues.)	8:00 AM	5:00 PM	Revised the draft policy on xxx, incorporating the comments of my supervisor	Ongoing	Shared Google Doc	For review/further instructions
March 15, 2024 (Fri.)	8:00 AM	5:00 PM	Research on xxx for additional references for the finalization of the policy on xxx.	Ongoing	Articles, revised policy	For approval

C. WORK FROM THE SATELLITE OFFICE

- Period/Dates : March 19 and 22, 2024
- Place of work : DSWD Field Office NCR

DATE/S	TIME ATTENDANCE (Actual Time Logs)		OUTPUTS	STATUS	Means of Verification	REMARKS
	IN	OUT				
March 19, 2024 (Tues.)	8:00 AM	5:00 PM	Provided TA to DSWD FO NCR on xxx, as requested	Done	CSMF, TA Report	For submission to HOBS/For approval
			Continued the updating of monitoring sheets on xxx.	Done	Shared Google Sheet	For review/ checking/ further instructions
March 22, 2024 (Fri.)	8:00 AM	5:00 PM	Drafted the report on xxx	Done	Draft report shared via Google Doc	For review/checking/ further instructions
			Prepared the presentation for TA to xxx	Done	Sent through email	For approval

Prepared by:

NAME OF COS/JO WORKER

Position
Name of OBS

Reviewed by:

Approved by:

NAME OF IMMEDIATE SUPERVISOR

Position/Designation

NAME OF HEAD OF OBS/CLUSTER/

FIELD OFFICE

Position/Designation

REMARKS FROM THE SUPERVISOR OR HEAD OF THE OBS:

The COS/JO worker concerned has failed to respond to my official concerns without justifiable reasons last March 5, 2024 while he/she was on a WFH for a total of ___ hour and ___ minutes.

ANNEX C
(For COS/JO workers)

MEMORANDUM

**FOR : DIRECTOR
OBSU**

FROM : CLUSTER HEAD

SUBJECT : WORK SCHEDULE OF MOA WORKERS OF (NAME OF OBSU)

DATE : [DD MONTH YYYY]

The following **(STAFF NUMBER)** COS/JO workers of the **(NAME OF OBS)** are hereby authorized to adopt the flexible work arrangements indicated below for the month of **(e.g. MARCH 2024)**, pursuant to DSWD Administrative Order No. ____, series of 2024, or the *“Guidelines in the Implementation of Flexible Work Arrangements for Contract of Service (COS) and Job Order (JO) workers in the Department of Social Welfare and Development”* issued on **(date of the approval of this AO)**:

- A. Work From Home** – The following COS/JO workers are committing to accomplish the following tasks and provide the expected outputs herein:

NAME/S	DATE/S	NO. OF DAY/S	SPECIFIC TASKS	EXPECTED OUTPUT

- B. Work from Satellite Office**

NAME/S	DATE/S

- C. Work from Another Fixed Place**

DATE/S	NO. OF DAY/S	PLACE WHERE WORK WILL BE RENDERED	SPECIFIC TASKS	EXPECTED OUTPUT

- D. Compressed Workweek**

- For the Central Office, the time schedule should be within the regular working hours of 7:00 AM to 6:30 PM, while for the Field Offices (FOs), the time schedule should be within the regular working hours prescribed in their respective office.

NAME/S	DATE/S

E. Skeleton Workforce

- For the Central Office, the time schedule should be within the regular working hours of 7:00 AM to 6:30 PM, while for the Field Offices (FOs), the time schedule should be within the regular working hours prescribed in their respective office.

NAME/S	DATE/S

F. Work Shifting

NAME/S	DATE/S	TIME SCHEDULE

It is hereby understood that the Head of this OBSU/Cluster/Field Office is certifying that he/she has evaluated the requests of the abovementioned COS/JO workers for Flexible Work Arrangement/s and has been assured of an effective, efficient and productive work during the period that they are on Flexible Work Arrangements.

Further, I shall be held accountable should this OBSU has failed to deliver its mandate/functions that may be due to the adoption of Flexible Work Arrangements of the abovementioned staff.

Issued this ___ day of _____, 2024 in _____.

APPROVED/DISAPPROVED:

SIGNATURE

NAME OF THE APPROVING AUTHORITY

Designation/Position

ANNEX D
(For COS/JO Workers)

MEMORANDUM

FOR : DIRECTOR
OBSU

FROM : CLUSTER HEAD

SUBJECT : CONFIRMATION OF THE ADOPTED FLEXIBLE WORK
ARRANGEMENTS

DATE : [DD MONTH YYYY]

This is to confirm that the following **(STAFF NUMBER)** COS/JO worker of the **(NAME OF OFFICE)** adopted the following flexible work arrangements indicated below for the period **(e.g. MARCH 2024)**, pursuant to DSWD Administrative Order No. ____, series of 2024, on the **“Guidelines in the Implementation of Flexible Work Arrangements for Contract of Service (COS) and Job Order (JO) Workers in the Department of Social Welfare and Development”** issued on **(date of the approval of this AO)**:

- A. Work From Home** – The following COS/JO workers have accomplished the following tasks and provided the outputs herein:

NAME/S	DATE/S	NO. OF DAYS	OUTPUTS

- B. Work from Satellite Office**

NAME/S	DATE/S	NO. OF DAYS	PLACE OF THE SATELLITE OFFICE	OUTPUTS

- C. Work from Another Fixed Place**

NAME/S	DATE/S	NO. OF DAYS	PLACE WHERE WORK WAS RENDERED	OUTPUT

- D. Compressed Workweek**

- For the Central Office, the time schedule should be within the regular working hours of 7:00 AM to 6:30 PM, while for the Field Offices (FOs), the time schedule should be within the regular working hours prescribed in their respective office.

NAME/S	DATE/S

E. Skeleton Workforce

- For the Central Office, the time schedule should be within the regular working hours of 7:00 AM to 6:30 PM, while for the Field Offices (FOs), the time schedule should be within the regular working hours prescribed in their respective office.

NAME/S	DATE/S

F. Work Shifting

NAME/S	DATE/S	TIME SCHEDULE

It is hereby understood that the Head of this OBS/Cluster/Field Office is certifying that he/she has evaluated the requests of the abovementioned COS/JO workers for Flexible Work Arrangement/s and has been assured of an effective, efficient and productive work during the period that they were on flexible work arrangements.

Further, I shall be held accountable should this OBS has failed to deliver its mandate/functions that may be due to the adoption of flexible work arrangements of the abovementioned staff.

Issued this ____ day of _____, 2024 in _____.

APPROVED/DISAPPROVED:

SIGNATURE

NAME OF THE APPROVING AUTHORITY

Designation/Position