ANNEX D

UNIVERSITY OF THE PHILIPPINES MANILA

CONTRACT FOR JANITORIAL AND OTHER MANPOWER SERVICES
STANDARD OPERATING PROCEDURES FOR JANITORIAL/MANPOWER SERVICES PERSONNEL ON DUTY

1. Basic Standard Operating Procedure

1.1. Upon report for duty, the incoming janitor together with the outgoing janitor shall log in/out in the designated Log-Book for such purpose and for the recording of events and conditions related to their duties and their areas of work to their superiors;

1.2. The outgoing janitor shall turnover the cleaning equipment and remaining cleaning consumables to the incoming janitor by having him/her sign in the Log Book;

1.3. All reportable cases, incidents, accidents, events, specially those which need police attention must be reported immediately by the fastest means communication to the UPM Police Office or security guard.

1.4. No husband and wife or those in common-law relationships janitorial personnel shall be assigned to the same service area or to the same shift;

2. Compliance with the required decorum

2.1 Personable — the JANITORIAL AND OTHER MANPOWER SERVICE PROVIDER (JOMSP) must ensure that janitorial and other manpower personnel are personable and courteous.

2.2 Visibility — janitorial personnel must always be visible in the premises being serviced and may not conceal themselves inside buildings or rooms.

2.3 Uniforms

2.3.1 the JOMSP must ensure at all times that every janitorial personnel on duty shall be in proper uniform and shall provide without charging the janitorial personnel, at least three (3) sets of uniforms;

2.3.2 a janitorial personnel's uniform must always be clean and tidy.

2.4 **Observance of university policies** — janitorial personnel must observe existing University policies including but not limited to policies on: no smoking, no pets, no ID-no entry, car stickers.

2.5 **Recreational or personal electronic devices** —janitorial personnel are prohibited to use and must not bring to their service areas recreational or personal electronic devices not related to their duty as janitorial personnel such as but not limited to cellphones, iPads, laptops, radios and the like. Personal electronic devices owned by the janitorial personnel should be kept in their office while on duty.

2.6 **Alertness** —

2.6.1 No janitorial personnel shall sleep on duty.

2.6.2 Janitorial personnel must be ready to render a report on the conditions of their service areas immediately when the inspector arrives.

2.7 Meal and nature breaks — Eating in public view must be avoided.

2.8 Dealing with friends, family and other persons-

2.8.1. Janitorial personnel must not engage in unnecessary chatting and conversing with other persons while on duty.

2.8.2 Except in emergency cases, friends, family members, guests, ambulant vendors, off-duty janitorial personnel should not be allowed to hang around their service areas;

2.8.3 In case of visitors with official business, the janitorial personnel shall refer them to the proper offices without leaving their service areas.

2.8.4 Janitorial personnel shall see to it that the premises they are servicing are free of ambulant and illegal vendors, vagrants and loiterers;

2.8.5 Rumor-mongering, gossiping and similar forms of irresponsible chatter are absolutely prohibited.

2.9 Business transactions. No janitorial personnel is allowed to conduct business transaction of any form, such as money-lending, buy-and-sell and the like with other janitorial personnel or with the general public, within the University premises, whether the janitorial personnel is on or off-duty.

2.10 Cleanliness. Offices or areas which may be provided or designated as resting areas shall at all times be kept tidy, sanitary and free from unsightly fixtures, garbage, dusts, deleterious substances, alcoholic beverages, and substances that emit foul odour.

2.11 Pets and animals —Janitorial personnel must not bring pet dogs, cats, and other animals in their service areas or anywhere in UPM-PGH.

2.12 Compliance with laws —The provisions of applicable laws, rules and regulations shall form part of the basis for evaluating performance, competence and compensation package of the janitorial personnel.

3. Reporting incidents —

3.1 All incidents and activities which affects or may affect the provision of janitorial services and the health, security and safety of UPM-PGH constituents, guests, and patients as well as properties within their service areas shall be reported

immediately to their supervisors and to the UPM Police or Security Services as may be appropriate.

3.2 In all cases, the official Log Book where incidents or events are recorded shall be open and made available for inspection by the UPM through its authorized representatives.

3.3 The JOMSP shall submit to UPM-PGH a Monthly Schedule of janitorial personnel, at least two (2) days before the beginning of the month, containing the names of its janitorial personnel, their assignments, days-off and relievers;

3.4 The JOMSP shall submit a daily deployment plan and operational report to UPM-PGH at lease one hour before deployment.

4. Prohibited acts and offences — for the purpose of these guidelines, the following acts as defined shall be Prohibited.

4.1 Light offences

4.1.1 Improper/Incomplete/Unsanitary Uniform — is wearing of the uniform worn not in accordance with that prescribed by the company or in an unsanitary condition.

4.1.2 Untidy and unsanitary janitorial personnel service areas and detachment office —untidy, unsanitary service areas and office with unsightly fixtures, garbage, dusts, deleterious substances, alcoholic beverages, and substances that emit foul odour.

4.1.3 Keeping pets and animals —keeping of pets and animals in the service areas, office or anywhere in their service areas.

4.1.4 Usury — is the act of lending money at rates of interest in excess of the legal rate of interest of 6% per annum.

4.1.5 Business activity — is any form of business activity on or off- duty within UPM-PGH premises is prohibited.

4.1.6 Laxity — is inattention to duties while on service area through texting unofficial messages, reading news papers and the like, unofficial or prolonged telephone conversations, prolonged sitting and other acts which deviate attention from the state of alertness.

4.1.7 Unprepared to render report - failure by the janitorial personnel to render a report on the conditions of their service areas immediately when the inspector or UPM-PGH designated representative arrives.

4.1.8 Lack of respect - failure to accord due respect to UPM-PGH officials, personnel and guests.

4.1.9 Eating in public view unless there is no available area where the janitorial personnel can eat their meal break.

4.1.10 Failure to immediately report all incidents and activities which affects or may affect the cleanliness or safety of any personnel, students, guests and persons as well as properties within their service areas.

4.1.11 Simple negligence — is any act or omission or the failure to do something required or expected, resulting in loss or damage not exceeding P5,000.00 or slight physical injury as defined by the Revised Penal Code.

4.1.12 Other light offences analogous to the above in violation or breach of standard operating procedures, UPM-PGH rules, regulations and policies.

4.2 Less grave offences

4.2.1 Sleeping on Post (SOP) — sleeping or napping while on duty.

4.2.2 Unaccounted/Unlocated for less than fifteen minutes — is a situation where a janitorial personnel cannot be located in his/her service area despite efforts exerted by an inspector or designated UPM-PGH personnel in a span of less than fifteen (15) minutes.

4.2.3 Discourtesy to superiors — is an act of disrespect committed against guests and officials of the UPM-PGH.

4.2.4 Insubordination — is any act of defiance, disobedience, insolence, disrespect or utterance of invectives against a superior.

4.2.5 Use of recreational or personal electronic devices — use or bringing on service areas of recreational or personal electronic devices not supportive or necessary to their duly-designated duties.

4.2.6 Negligence — is any act or omission or the failure to do something required or expected, resulting in loss or damage exceeding P5,000.00 but not more than P20,000.00, or less grave physical injury as defined by the Revised Penal Code.

4.2.7 Other less grave offences analogous to the above in violation or breach of standard operating procedures, UPM-PGH rules, regulations and policies, and laws.

4.3 Grave offences

4.3.1 Abandonment of Post (AP) — is the act of leaving by the janitorial personnel his/her service area despite efforts exerted by an Inspector in a span of more than fifteen (15) minutes.

4.3.2 Drinking Alcoholic/intoxicating Beverage — is the act of drinking alcoholic intoxicating beverages or otherwise exhibiting or appearing the condition of being drunk, tipsy or reeking of alcoholic beverages while on duty or within the service area.

4.3.3 Sale, Possession, Use of Prohibited Drugs — is the possession, sale, and use of prohibited drugs prohibited by existing laws, rules and regulations.

4.3.4 Provoking and/or engaging in verbal or physical fight — between and among themselves or with UPM-PGH constituents, patients and guests.

4.3.5 Gross discourtesy to superiors — is an act of gross and belligerent disrespect committed against guests and officials of UPM-PGH.

4.3.6 Gross Insubordination — is any act of defiance, disobedience, insolence, disrespect or utterance of invectives against a superior.

4.3.7 Gross negligence — is any act or omission or the failure to do something required or expected, resulting in loss or damage exceeding P20,000.00 or grave physical injury as defined by the Revised Penal Code.

4.3.8 Immorality — janitorial personnel and officials who have illicit relationships among themselves shall be guilty of immorality.

4.3.9 Gambling — is the act of engaging in any game of chance using money or representation thereof as bet.

4.3.10 Improper grievance — being instrumental or having participated in any form of redress against the JOMSP conducted within the service area or otherwise put UPM-PGH in a bad and compromising situation.

4.3.11 Other grave offences analogous to the above in gross violation or breach of standard operating procedures, UPM-PGH rules, regulations and policies and laws.

5. PENALTIES - the JOMSP and the janitorial personnel shall be jointly and severally liable for violation of the prohibited acts and offences.

5.1 Light Offenses

5.1.1 First offense -written reprimand plus liquidated damages in the amount of P500.00 per violation;

5.1.2 Second offense -suspension for thirty (30) days plus liquidated damages in the amount of P1,000.00 per violation;

5.1.3 Third offense - immediate removal as janitorial personnel without redeployment in UPM-PGH.

5.2 Less grave offenses

5.2.1 First offense - suspension for thirty (30) days plus liquidated damages in the amount of P1,000.00 per violation;

5.2.2 Second offense - immediate removal as janitorial personnel without redeployment in UPM-PGH.

5.3 Grave offenses - immediate removal as janitorial/manpower service personnel without redeployment in UPM-PGH.