

written and detailed schedule and program of activities on how to conduct daily supervision of its guards and submit a written report thereof.

- 17.4 Daily briefing and orientation — The SSP's designated Assistant Detachment Commander (AM & PM) shall conduct daily briefing and orientation during formation, strategic supervision, and daily monitoring and inspection. He shall submit a daily report to the Chief of the UPMPO.
  - 17.5 The SSP shall install and maintain a bundy clock, at its own expense, to record the guard's attendance. The guard's daily time records shall form part of the requirements for payment of the monthly billings.
  - 17.6 Detailed monthly assignment of guards —the SSP, through its designated Detachment Commander, should provide the UPM Police with the detailed monthly assignment (names) of guards, at least 2 days prior to their posting
18. **Performance and Cash Bonds** - The winning SSP shall, upon the execution of the contract, file two (2) bonds in favor of UPM:
- 18.1. A **Performance Bond** in favor of the UNIVERSITY in the form of Surety drawn against the Government Service Insurance System or a reputable surety or bonding institution, in the amount equivalent to thirty percent (30%) of the total contract price, as security for the faithful performance of the obligations imposed upon the SSP under this Contract; and
  - 18.2 A **Cash Bond** in the amount of TWO MILLION FIVE HUNDRED THOUSAND PESOS (P2,500,000.00) to guarantee claims against losses attributable to the SSP and those covered under labor laws, private security laws, and such other pertinent laws, rules and regulations. The handling of the cash bond shall be governed by the usual rules and procedures adopted by the UPM until after at least six (6) months from the expiration or pre-termination of the contract.
19. **Dealing with trespassers and illegal vendors** — the SSP shall be responsible for guiding and orienting the assigned security guards and employees on how to deal with the problem of trespassers and illegal vendors on UP property. Accordingly, if a security guard of the SSP is found to be tolerating or conniving with illegal vendors, the SSP shall be liable and meted with the appropriate penalty.
20. **Logbook** —the SSP shall
- 20.1 Adopt a Monitoring System to keep track of the daily ingress/egress of vehicles in its AOR in a logbook;
  - 20.2 Ensure that each post is equipped with a logbook on which shall be recorded all material data/entries relevant to the maintenance of the security in the area on a 24-hour basis, and signed, at every end of entry for each shift, by the assigned security guards at the end of each tour of duty;

- 20.3 Certify as to the correctness of the entries in the logbooks, which shall be consecutively paged by rubber stamp and verified by the UPM Police Chief.
- 20.4 Submit the logbooks to the Office of the Chancellor through the UPMPO, every six (6) months and upon completion and/or termination of the Contract for Security Services.
- 21. **Sample detailed computation of salary** —the SSP must submit a sample detailed computation for salary per day of each guard, with night shift differential, and compensation package, attaching an original sample of payroll and individual pay slip, reflecting the following mandatory deductions:
  - 21.1 SSS contributions
  - 21.2 Pag-ibig Mutual fund contributions
  - 21.3 Philhealth contributions
  - 21.4 Employees' compensation
- 22. **Maximum hours of duty** — except in times of emergency or force majeure when relievers are not immediately available, no guard must be permitted to render service beyond a period of twelve (12) hours continuously.
- 23. **Removal and replacement of guards** —the SSP may remove or replace any of its assigned guards upon written explanation and approval from the UPM Security Chief.
- 24. **Compliance with the required decorum**
  - 24.1 Public presence
    - 24.1.1 Personable — the SSP must ensure that security guards are personable, courteous and in proper alert posture at all times.
    - 24.1.2 Visibility — guards must always be visible in the premises being guarded, and may not conceal themselves inside buildings or rooms.
  - 24.2 Uniforms
    - 24.2.1 The SSP must ensure at all times that every guard on duty shall be in proper uniform and shall provide two sets of uniforms with complete paraphernalia: barong for roving guards and those assigned to UPM's VIP and classic security outfit for guards assigned to other areas.
    - 24.2.2 A guard's uniform must always be clean and tidy, buttoned, with the shirt tucked-in except for those in barong.
- 25. **Security guard paraphernalia** —guards must at all times be equipped with a flashlight, nightstick, whistle, rain boots, raincoat, pen, tickler, manual and other necessary equipment including a First-Aid kit and more importantly, with a

serviceable licensed firearm (in designated areas), and a functioning radio handset.

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

**26.1 Recreational or personal electronic devices —**

**26.1.1** Guards are prohibited to use and must not bring to their posts recreational or personal electronic devices not related to their duty as guards such as but not limited to cellphones, iPads, laptops, radios and the like.

**26.1.2** Personal electronic devices owned by the guards should be kept in their detachment office while on duty.

**26.1.3** Two-way radios and other electronic gadgets forming part of the paraphernalia of guards must not be improperly used or used for personal purposes.

**26.2 Alertness**

**26.2.1.** Guards must be alert at all times.

**26.2.2.** No guard shall sleep on duty.

**26.2.3.** Guards must be ready to render a report on the conditions of their post immediately when the inspector arrives.

**26.2.4** Guards shall snappily execute the standard salute as a sign of respect to university officials and guests.

**26.3 Meal and nature breaks —**

**26.3.1** Eating in public view must be avoided.

**26.3.2** The SSP should make arrangements with the Dean or Administrative Officer for the assignment of a member of the latter's staff to temporarily man the security post while a security guard is taking meal breaks and rest room necessity.

**26.4 Dealing with friends, family and other persons-**

**26.4.1** Guards must not engage in unnecessary chatting and conversing with other persons while on duty.

**26.4.2** Except in emergency cases, friends, family members, guests, ambulant vendors, off-duty guards and the like should not be allowed by the guards to hang around their guarding post;

**26.4.3** In the case of visitors with official business, the guards shall refer them to the proper offices without leaving their posts.

- 26.4.4 Guards shall see to it that the premises they are guarding are free of ambulant and illegal vendors, vagrants and loiterers;
- 26.4.5 Rumor-mongering, gossiping and similar forms of irresponsible chatter are absolutely prohibited.
- 26.4.6 Married couples should not be assigned to the same post or shift.
- 26.4.7 No guard who is a relative of the detachment officer, supervisor or OIC, within the 3<sup>rd</sup> civil degree of affinity or consanguinity shall be hired or assigned as guard in the AOR.
- 26.5 Business transactions.** No guard is allowed to conduct business transaction of any form, such as money-lending, buy-and-sell and the like with other guards or with the general public, within the University premises, whether the guard is on or off-duty.
- 26.6 Cleanliness.** Guard posts, security and detachment offices shall at all times be kept tidy, sanitary and free from unsightly fixtures, garbage, dust, deleterious substances, alcoholic beverages, and substances that emit foul odor.
- 26.7 Pets and animals** —Guards must not bring pet dogs, cats, and other animals in their posts or anywhere in their AOR. Not included in the prohibition are hand-held and trained canines classified under the “K-9” group and drug-sniffing dogs used in patrol and police work.
- 26.8 Compliance with laws** —The provisions of the following laws, rules and regulations shall form the basis for evaluating performance, competence and compensation package of the guards:
  - 26.8.1 The Eleven General Order in RA 5487 and its Implementing Rules and Regulation;
  - 26.8.2 The PADPAO Standard Cost Distribution Per Month;
  - 26.8.3 DOLE Wage Order No. NCR-22, November 22, 2018;
  - 26.8.4 Other laws as may be applicable.
  - 26.8.5 The security guards shall follow all lawful orders coming from proper authority.

## **27. Training**

- 27.1** The UPM Police shall oversee the proper conduct of training and act as the overall coordinator and director.
- 27.2** The UPMPO and the SSP shall conduct orientation seminars and refresher courses on the trainings required every six months/quarterly within the contract period coordinated preferably with the Bureau of Fire Protection, Philippine National Red Cross, NDRRMC and other similar



institutions which shall include pertinent subject topics such as, but not limited to:

- 27.2.1 Security Management of the Campus;
  - 27.2.2 Basic Criminal Laws and Manila City ordinances;
  - 27.2.3 Rules and Regulation Governing Student Conduct and Discipline;
  - 27.2.4 Basic Rights of a Citizen;
  - 27.2.5 Traffic Direction and Control;
  - 27.2.6 Behavioral and Ethical Values of Public Officers;
  - 27.2.7 Health and Environment (Waste Care) management;
  - 27.2.8 Anti-Sexual Harassment Law
  - 27.2.9 Other related topics.
- 27.3 The UPMPO in coordination with the SSP shall prepare the necessary Program of Instructions and Training Schedule;
- 27.4 The UPMPO shall arrange the grounds and facilities that may be used for the duration of the training activities;
- 27.5 All expenses that shall be incurred for the training shall be the responsibility of the SSP.

**28. UPM Police Office**

- 28.1 The UPMPO shall oversee the daily activities of the security guards;
- 28.2 Regular formation of all duty guards roll call and briefing shall be conducted at the assigned time and place prior to posting;
- 28.3 Inspection of guards on duty may be conducted at any time at the discretion of the Chief of the UPMSO or his duly authorized representative;
- 28.4 Inspection reports must be submitted immediately after tour of duty;
- 28.5 A security guard Detachment Office shall be provided by the UPM to ensure proper supervision and control, and to expedite coordination.

**29. Standard Operating Procedure on Duty**

- 29.1 Upon report for duty, the incoming duty-guard together with the outgoing duty-guard shall conduct an inspection of the post and the AOR to detect irregularities, hazards, disorders and unusual objects, events, which were logged-in/recorded and report these events and conditions to their superiors;

- 29.2 The outgoing duty-guard shall turnover the firearm, radio, other equipment and the entire post to the incoming duty-guard by having him sign in the Log Book;
- 29.3 In the turnover of the firearm, the magazine shall be ejected if it is a pistol, or in case of a revolver, the ammunition should be removed from the cylinder by opening it, and in case of a shotgun by removing ammunition from the tubular magazine. No ammunition shall be left inside a gun's chamber while handing the same over to the incoming duty guard;
- 29.4 Roving patrol shall be conducted with no more than thirty minutes interval, in the AOR for preventive and detection purposes;
- 29.5 To render an hourly report to the Detachment Office through radio, telephone or by any means of communication, all conditions and events prevailing in the AOR, even if normal;
- 29.6 All reportable cases, incidents, accidents, events, especially those which need police attention must be reported immediately by the fastest means communication to the UPM Police Office.
- 29.7 No husband and wife security guards shall be assigned to the same post or to the same shift;
- 29.8 Area Patrols shall likewise render periodic reports, always giving their specific locations, after identifying themselves and their intended route, destination and log-in their watchman's equipment at the chips located at designated areas;
- 29.9 While approaching suspicious-looking persons and vehicles at a safe distance, report the matter immediately to the radio operator who must be notified and advised about that fact of approach and the progress and result of such action;
- 30. Reporting incidents —**
- 30.1 Verbal reports to the UPMPO and the Detachment Office must always be confirmed by a written report.
- 30.2 All incidents and activities which affects or may affect the peace and order, and the security and safety of any personnel, students, guests and persons as well as properties within their AOR shall be reported immediately to the UPMPO in writing duly signed by the Detachment Commander.
- 30.3 All reports must be direct, concise, factual and shall be coursed through proper channels;
- 30.4 In reporting, always be guided by the (5) "W's" and one (1) "H": What? When? Where? Why? Who? and How? for a complete report.
- 30.5 When a UPM Police Inspector or a Detachment Officer on duty arrives, the guard must approach, salute and report the Conditions of his post, and

repeat the salute when the Inspector departs. The report shall include whatever defects he has observed such as, but not limited to exposed or hanging electrical wires, electrical sparks, unplugged appliances/fixtures after office hours, open office door after office hours, abandoned or suspicious vehicles, tall grasses, etc.

- 30.6 Each guard must have a pocket notebook to serve as his personal record of his activities and the events transpiring while on duty. This pocket notebook shall be kept separate from the logbook.
  - 30.7 In all cases, the official log book shall be open and made available for inspection by the UPM Police on duty. The Official Log Book must contain the time of inspection of every roving patrol, among others;
  - 30.8 The Detachment Commander shall submit to the UPMPO a Monthly Schedule of guards, at least two (2) days before the beginning of the month, containing the names of its guards, their assignments, days-off and relievers;
  - 30.9 The Shift-in-Charge (SIC) shall submit a daily deployment plan and operational report to the UPM Police Supervisor in the proper form provided, one hour before formation.
  - 30.10 Assigned guards shall record the plate numbers of all vehicles entering and exiting at their posts, as well as record in the logbook other relevant observations that, in their discretion, may be useful for future monitoring and security-plan evaluation.
31. The stipulations provided in the Eleven General Orders must be religiously observed.
32. **Prohibited acts and offences** — for the purpose of these guidelines, the following acts as defined shall be Prohibited.
- 32.1 **Light offences**
    - 32.1.1 Improper/Incomplete Uniform — is wearing of the uniform worn not in accordance with that prescribed by regulation of the Security Agency and Guard Supervision Division (SAGSD), Philippine National Police (PNP) and the Agency or otherwise, uniform that is not buttoned or tucked-in, incomplete, or where any of the uniform paraphernalia including cap, belt, nightstick, flashlight and I.D. are not worn bodily; dirty, worn-out and shabby uniform are considered improper.
    - 32.1.2 Untidy and unsanitary guard posts and detachment office —untidy, unsanitary posts and office with unsightly fixtures, garbage, dusts, deleterious substances, alcoholic beverages, and substances that emit foul odor.
    - 32.1.3 Keeping pets and animals —keeping of pets and animals in the posts, office or anywhere in their AOR.

- 32.1.4 Usury — is the act of lending money at rates of interest in excess of the legal rate of interest of 6% per annum.
- 32.1.5 Business activity — is any form of business activity on or off-duty within UPM Campus premises is prohibited.
- 32.1.6 Laxity — is inattention to duties while on post through texting unofficial messages, reading newspapers and the like, unofficial or prolonged telephone conversations, prolonged sitting and other acts which deviate attention from the state of alertness.
- 32.1.7 Unprepared to render report - failure by the guard to render a report on the conditions of their post immediately when the inspector arrives.
- 32.1.8 No pocket notebook for personal record of his activities and the events transpiring while on duty.
- 32.1.9 Lack of respect - failure to snappily execute the standard salute as a sign of respect to university officials and guests.
- 32.1.10 Eating in public view unless there is no available administrative personnel who can temporarily man the post during meal break.
- 32.1.11 Failure to render a follow-up written report for verbal reports of incidents to the UPMPO and the Detachment Office within 24 hours after the verbal report.
- 32.1.12 Failure to immediately report all incidents and activities which affects or may affect the peace and order, and the security and safety of any personnel, student, guest and person as well as property within their AOR.
- 32.1.13 Failure to record the plate numbers of vehicles entering and exiting at their posts, as well as record in the logbook other relevant observations that, in their discretion, may be useful for future monitoring and security-plan evaluation.
- 32.1.14 Failure of Area Patrols to render periodic reports, or in giving their specific locations, after identifying themselves and their intended route, destination and log-in their watchman's equipment at the chips located at designated areas;
- 32.1.15 Failure to immediately report to the radio operator while approaching suspicious-looking persons and vehicles;
- 32.1.16 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.



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

## **32.2 Less grave offences**

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

32.2.2 Unaccounted/Unlocated for less than fifteen minutes — is a situation where a guard cannot be located in his/her AOR despite efforts exerted by an Inspector in a span of less than fifteen (15) minutes.

32.2.3 Discourtesy to superiors — is an act of disrespect committed against guests and officials of the University.

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

32.2.5 Use of recreational or personal electronic devices — use or bringing on post of recreational or personal electronic devices not related to their duty as guards.

32.2.6 Improper use of two-way radios and other electronic gadgets forming part of the paraphernalia of guards while on duty.

32.2.7 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.

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

## **32.3 Grave offences**

32.3.1 Abandonment of Post (AP) — is the act of leaving by the guard his/her AOR despite efforts exerted by an Inspector in a span of more than fifteen (15) minutes.

32.3.2 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 AOR.

32.3.3 Illegal Discharge of Firearm — is the unwarranted firing of a firearm, even as a warning shot, in a populated area and in the absence of imminent danger to life.

- 32.3.4 Sale, Possession, Use of Prohibited Drugs — is the possession, sale, and use of prohibited drugs prohibited by existing laws, rules and regulations.
  - 32.3.5 Provoking and/or engaging in verbal or physical fight — between and among detachment members, students, faculty and administrative personnel, including patients, guests and visitors.
  - 32.3.6 Gross discourtesy to superiors — is an act of gross and belligerent disrespect committed against guests and officials of the University.
  - 32.3.7 Gross Insubordination — is any act of defiance, disobedience, insolence, disrespect or utterance of invectives against a superior.
  - 32.3.8 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.
  - 32.3.9 Immorality — detachment personnel (officers and guards) who have illicit relationships among themselves shall be guilty of immorality.
  - 32.3.10 Gambling — is the act of engaging in any game of chance using money or representation thereof as bet.
  - 32.3.11 Improper grievance — being instrumental or having participated in any form of redress against the SSP conducted within the AOR or otherwise put the University in a bad and compromising situation.
  - 32.3.12 Other grave offences analogous to the above in gross violation or breach of standard operating procedures, UPM rules, regulations and policies and laws.
- 33. PENALTIES** - the SSP and the security guard shall be jointly and severally liable for violation of the prohibited acts and offences.
- 33.1 Light Offenses**
    - 33.1.1 First offense - written reprimand plus liquidated damages in the amount of P500.00 per violation;
    - 33.1.2 Second offense - suspension for thirty (30) days plus liquidated damages in the amount of P1,000.00 per violation;
    - 33.1.3 Third offense - immediate removal as security guard without redeployment in UP Manila.
  - 33.2 Less grave offenses**