

Eight-Hour Duty:

1 st Shift (Day)	:	6:00AM to 2:00PM
2 nd Shift (Afternoon)	:	2:00PM to 10:00PM
3 rd Shift (Night)	:	10:00PM to 6:00AM
4 th Shift (for LHIOs only)	:	8:00AM to 5:00PM

(with lunch break within office premises)

2. The Security Agency shall, at all times during the tour of duty, assign to PhilHealth, uniformed and adequately trained Security Personnel with duly licensed firearms and ammunitions with adequate licenses and permits from appropriate government agencies and fully equipped with supplies necessary for the successful implementation of their duties.
3. The Security Agency shall provide all Security Guards and Security Officers with clean and presentable uniforms, nametags/ID, raincoats, batons and other necessary tools such as but not limited to metal detectors, weapons and ammunitions needed.
4. The Security Agency shall maintain a pool of Security Guards and promptly provide relievers/replacements in case of absences of any of the assigned security officer or guard in order to ensure continuous and uninterrupted security service. The MSD shall promptly be informed of the contingency arrangements by the Security Agency in cases of absences and/or necessary replacements of their security personnel assigned to PhilHealth. **A security guard shall in no case, act as a reliever after his 8-tour of duty.**
5. The Security Agency shall at all times during the tour of duty, provide a full-time Detachment Commander and an Assistant Detachment Commander to render services equivalent to a day shift or 8 hrs. of work, a Shift-in-Charge to render services equivalent to a night shift or 8 hrs. of work and a roving guard for every shift or 8 hrs. of work.
6. The Security Agency shall be under the direct control and supervision of PRO-X through its Management Services Division (MSD) insofar as the security requirements and concerns.
7. The Security Agency shall accordingly coordinate with MSD to conduct a survey of the areas subject of the security services requirements. The Agency shall submit a Detailed Security Plan based on their survey as part of their documentary requirement.

The Security Agency shall strategically position their guards in accordance with the Security Plan save in those instances when there is a duly authorized special security arrangement with the Chief of office concerned or the building administration office, as cleared and duly coordinated with the MSD.

The Security guard shall take full responsibility of their assigned posts. Personal matters are prohibited during duty hours.

8. The Security Agency shall ensure that the security guards are properly screened and declared physically and mentally fit before they are allowed to report to their assigned posts. Security guards shall in no instance be under the influence of liquor/alcohol or any prohibited drugs while on duty.
9. The Security Agency shall immediately replace any Security Guard or officer/personnel who may be found to be undesirable and/or incompetent by PhilHealth upon receipt and verification of any complaint report or request from offices/ LHIOs.
10. The security officers and guards shall at all times during their tour of duty, render satisfactory services. A Certification to attest to the conduct of satisfactory service rendered shall accordingly be issued by the Division Chief or LHIO Chief where they are assigned.
11. The security guard on duty shall be responsible for closely monitoring and recording movement of all office materials, supplies and personnel within the assigned area of responsibility. Whenever equipment is brought out of the building, the security guard on duty shall demand a gate pass duly signed by the PRO-X Property Custodian or the Admin. Designate of the LHIO.

12. The security guard on duty shall be responsible for the proper screening of visitors and guests observing the proper decorum in a very courteous and polite manner. The security guard shall require visitors and guests to register in the visitor's logbook, issue a visitor's pass and check for any firearms or deadly weapons that they may deposit for safekeeping and issued with the appropriate acknowledgement receipt.
13. The security guard on duty shall be duly authorized to inspect bags and packages and search individuals, including employees when necessary.
14. Security guards assigned to restricted office areas where highly-accountable assets and security documents are kept shall perform their duties under the joint supervision of their security commander and the officials to be designated by the offices concerned.
15. The roving security guard shall ensure that all security guards are faithfully and religiously performing their duties in accordance with the Security Plan. He shall see to it that the premises of the client are protected against fire, theft and other preventable risks. Any abnormal movement and presence of suspicious characters should be immediately reported to the Security Agency. PhilHealth through the MSD should be duly notified accordingly.

C. Qualification of Security Guards and Security Officers

All Security Guards and Security Officers to be assigned by the Security Agency to the PhilHealth must possess the following minimum qualifications:

Security Guards:

1. At least 25% of the total number of personnel must finished at least second year College or Grade 12 under the K-12 Program ;
2. With height of not less than 1.65 meters;
3. With weight of not less than 55 kilograms;
4. Physically and mentally fit, as indicated in a neuro-psychiatric clearance from a PNP and DOH-accredited institution and confirmed by the physicians of the Corporation;
5. Licensed to carry firearms and properly screened and cleared by the PNP, NBI and other concerned government offices for this purpose, copies of such active or updated clearances to be furnished to the Corporation;
6. Must be a holder of a Certificate of Training for Security Guards and other requirements of R.A. 5487 as amended;
7. Must possess honorable discharge documents, if with military background;
8. Of good moral character, as certified by the Barangay and the police district concerned and the NBI; and,
9. Must have undergone drug test and found to be free from tetrahydrocannabinol, metamphetamine hydrochloride and other prohibited substances, certification to be given to Philippine Health Insurance Corporation every 6 months.

Security Officers (Detachment Commander, and Shift-in-Charge)

1. Has finished at least a bachelor's degree, preferably in Criminology or other related disciplines;
2. Must have a good working knowledge of law, evidence, forgery detection and investigation;
3. With height of not less than 1.65 meters;
4. With weight of not less than 55 kilograms;
5. Physically and mentally fit, as indicated in a neuro-psychiatric clearance from a PNP and DOH-accredited institution and confirmed by the physicians of the Corporation;
6. Licensed to carry firearms and properly screened and cleared by the PNP, NBI and other concerned government offices for this purpose, copies of such active or updated clearances to be furnished to the Corporation;
7. Must have successfully finished the Criminal Investigation Course offered by the PNP, NBI, and Police Department Training School authorized or organized by any agency of government;

8. Must be a holder of a Certificate of Training for Security Guards and other requirements of R.A. 5487 as amended;
9. Must possess honorable discharge documents, if with military background;
10. Of good moral character, as certified by the Barangay and the police district concerned and the NBI; and
11. Must have undergone drug test and found to be free from tetrahydrocannabinol, metamphetamine hydrochloride and other prohibited substances, certification to be given to Philippine Health Insurance Corporation every 6 months.

D. Equipment and Ammunitions

The Security Agency shall provide security gears and support equipment in accordance with what is prescribed in each security plan, to wit:

1. **Communication System.** The Security Agency shall provide a base unit of at least twenty (20) handheld transceivers. The detachment commander and each guard on post shall have at least one transceiver. The Security Agency shall allow the Philippine Health Insurance Corporation to use its frequency and provide during the contract period a handheld transceiver for their Philippine Health Insurance Corporation counterpart, namely the Chief of General Services or his/her designated authorized representative.
2. **Transportation System.** The Security Agency shall provide at least one (1) efficient dispatch vehicles to be stationed within PHIC premises, namely, two-wheeled vehicle on call at its office for emergency use.
3. **Firearms and Ammunitions.** Each post must be provided with a duly licensed firearm (either a 9mm, 38 caliber and at least one (1) shotgun) and ammunitions to be kept within the immediate reach of the guard on post and protected from access by unauthorized persons.
4. **Investigative and Surveillance Equipment.** The Security Agency shall provide efficient equipment for monitoring purposes of the daily activities of the Corporation such as Surveillance Cameras and Metal Detectors.

Surveillance cameras installed in LHIOs should have a minimum of four (4) camera views. For PRO-X, sixteen (16) camera views shall be installed. Surveillance cameras should have a minimum of Fifteen (15) days memory storage capacity.

5. **Other Equipment for Security Personnel.** Each security guard on duty shall be provided by the Security Agency with equipment such as but not limited to the following:
 - a) First Aid Kits;
 - b) Pepper Spray;
 - c) Emergency Lights;
 - d) Security and Safety Signs;
 - e) Megaphone;
 - f) Whistles and Flashlights; and
 - g) Handheld Metal Detector
 - h) Handheld Radio
 - i) Cellular phone with load
 - j) Others as required by the situation
6. **Other Equipment and Office Supplies for Administrative Personnel.** The Security Agency shall also provide the Administrative Office of the Security Force the following equipment needed for their daily functions :
 - a) Office Supplies and Forms;
 - b) Computer and printer;
 - c) Office Furniture; and
 - d) Others as required by the situation.