

MEMORANDUM CIRCULAR NO. 20 - 14  
Series of 2020

**SUBJECT** : **ENSURING ENHANCED OPERATIONS FOR BPO COMPANIES AND EXPORT ENTERPRISES, AND THEIR SERVICE PROVIDERS, THROUGHOUT THE EXTENDED ENHANCED COMMUNITY QUARANTINE PERIOD**

**DATE** : **11 April 2020**

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**WHEREAS**, on 8 March 2020, the President, declared a State of Public Health Emergency through Proclamation No. 922 due to Corona Virus Disease 2019 (COVID-19);

**WHEREAS**, on 16 March 2020, the President imposed an enhanced community quarantine (ECQ) in Luzon starting from 17 March 2020 until 13 April 2020 to halt the further spread of COVID-19;

**WHEREAS**, in the Memorandum from the Executive Secretary dated 07 April 2020, the ECQ over the entire Luzon is extended until 11:59 p.m. of 30 April 2020;

**WHEREAS**, under IATF Resolution No. 22, series of 2020, BPOs and their service providers shall be allowed to install the necessary work-from-home equipment at any time for its duration and export-oriented industries are likewise allowed to enhance their operations by deploying their workers under on-site or near-site accommodation arrangements, or by providing point-to-point shuttle services, subject to strict social distancing measures and routinary disinfection of facilities and vehicles.

**NOW THEREFORE**, this Department of Trade and Industry (DTI) Memorandum Circular (MC) is hereby issued to facilitate the enhanced operations of BPO companies and export enterprises throughout the extended ECQ period:

**I. COVERAGE.** The covered enterprises are as follows:

1. BPO Companies;
2. Export Enterprises; and
3. Support Service Providers of BPO companies and export enterprises.

**II. OPERATIONS OF COVERED ENTERPRISES.**

1. The following activities of the BPO companies and their support service providers shall be allowed throughout the extended enhanced community quarantine period:
  - a. Delivery, installation or transfer of necessary equipment to set-up for the work-from-home (WFH) arrangement, including provisions for trouble-shooting support;
  - b. Delivery or installation of telecommunication services by telcos;

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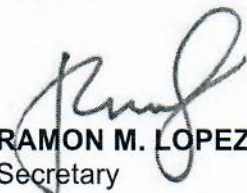
- c. Delivery of logistical support, such as food or essential goods of the personnel in the temporary housing or on WFH; and
  - d. Other support services necessarily required in the operations of BPO companies.
2. The export enterprises are allowed to enhance their operations by deploying workers under an on-site or near-site accommodation arrangements or by providing point-to-point shuttle services. For purposes of this MC:
  - a. near-site accommodations shall refer to housing arrangement provided by the company for its workers within the 5km radius of the factory or facility; or located in the same or in an adjacent municipality or city as the factory or facility. In these housing accommodations, proper health protocols issued by relevant agencies, including social distancing shall be strictly observed.
  - b. the employees who are residents of the areas within the said 5km radius shall be allowed to work.
  - c. point-to-point shuttle services for these employees in near-site accommodations or near-site residences shall be allowed, subject to observance of strict social distancing and routine disinfection of vehicles.

**III. MOVEMENT OF PERSONNEL.** For the preparation and implementation of any arrangement under item II, personnel of covered enterprises shall be allowed to travel subject to presentation of:

1. Company ID containing address of employer and employee residence address;
2. Certificate of employment issued by the employer;
3. For personnel of the export enterprise, copy of the Certificate of Registration (CR) of the company showing that it is an export-oriented enterprise. The CR referred herein is either issued by the BOI, PEZA, other Investment Promotion Agencies or the SEC; and
4. For personnel of the support service providers, a certification from the BPO company or export enterprise.

**IV. COORDINATION.** All LGUs shall abide by this DTI MC that emanated from IATF Resolution No. 22, series of 2020 as cited above. A copy of this Memorandum Circular shall be presented to the Philippine National Police and Local Government Units in control points for implementation.

Approved:

  
**RAMON M. LOPEZ**  
Secretary

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