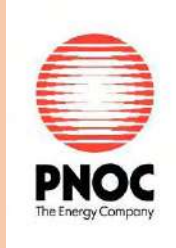



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|  | Title of Manual | Document No. | |
| | SYSTEM PROCEDURES MANUAL | QMS-03F3 | |
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| | | | |
| GSD-01 | OFFICE SERVICES - PERFORMANCE EVALUATION | 1 | September 15, 2021 |
| GSD-01F1 | Client Satisfactory Rating Form | 0 | September 30, 2020 |
| GSD-01F2 | Consolidated Survey for Contracted Services | 0 | September 30, 2020 |
| GSD-02 | OFFICE SERVICES - MONITORING | 1 | September 15, 2021 |
| GSD-02F1 | Compliance Report Janitorial Services | 0 | September 30, 2020 |
| GSD-02F2 | Compliance Report Photocopying Services | 0 | September 30, 2020 |
| GSD-02F3 | Compliance Report Messengerial Services | 0 | September 30, 2020 |
| GSD-02F4 | Compliance Report Security Services | 0 | September 30, 2020 |
| GSD-03 | OFFICE SERVICES - WORK ORDER PREPARATION | 1 | September 15, 2021 |
| GSD-04 | PREVENTIVE MAINTENANCE, INSPECTION AND REPAIR | 1 | September 15, 2021 |
| GSD-04F1 | Generator Set Maintenance Checklist | 0 | September 30, 2020 |
| GSD-04F2 | Solar Lighting System Checklist | 0 | September 30, 2020 |
| GSD-04F3 | Maintenance Activity Report | 0 | September 30, 2020 |
| GSD-04F4 | Maintenance Job Request | 0 | September 30, 2020 |
| GSD-04F5 | Ulat Sa Pag Inspeksyon | 0 | September 30, 2020 |
| GSD-04F6 | Accomplishment Report | 0 | September 30, 2020 |
| GSD-04F7 | Building Facilities and Utilities Preventive Maintenance Checklist | 0 | September 30, 2020 |
| GSD-04F8 | Project Monitoring Report | 0 | September 30, 2020 |
| GSD-04F9 | Contractors Performance Evaluation Report | 0 | September 30, 2020 |
| GSD-05 | WORK ORDER PREPARATION FACILITIES MAINTENANCE | 1 | September 15, 2021 |
| GSD-06 | MONITORING AND PERFORMANCE EVALUATION OF EXTERNAL SERVICES PROVIDER | 1 | September 15, 2021 |
| GSD-07 | TRANSPORT SERVICES | 1 | September 15, 2021 |
| GSD-07F1 | Client Satisfaction Survey Form - Transport Services | 0 | September 30, 2020 |

| | | | | |
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| GSD-07F4 | Vehicle Preventive Maintenance | 0 | September 30, 2020 |
| GSD-08 | OUTSOURCING OF CONSTRUCTED SERVICES | 1 | September 15, 2021 |
| GSD-09 | BUILDINGS AND FACILITIES SECURITY PROCEDURE | 1 | September 15, 2021 |
| GSD-10 | RECORDS MANAGEMENT DISPOSAL | 1 | September 15, 2021 |
| GSD-11 | DOCUMENT REPRODUCTION | 1 | September 15, 2021 |
| GSD-11F1 | Photocopying Request Form | 0 | September 30, 2020 |
| GSD-11F2 | Distribution of Daily Consumption of Photocopying Services | 0 | September 30, 2020 |
| GSD-12 | DELIVERY/PICK UP OF DOCUMENTS | 1 | September 15, 2021 |
| GSD-12F1 | Messengerial Request Form | 0 | September 30, 2020 |
| GSD-13 | FUNCTION ROOM MANAGEMENT | 1 | September 15, 2021 |
| GSD-13F1 | Monthly Reservation Calendar | 0 | September 30, 2020 |
| | | | |

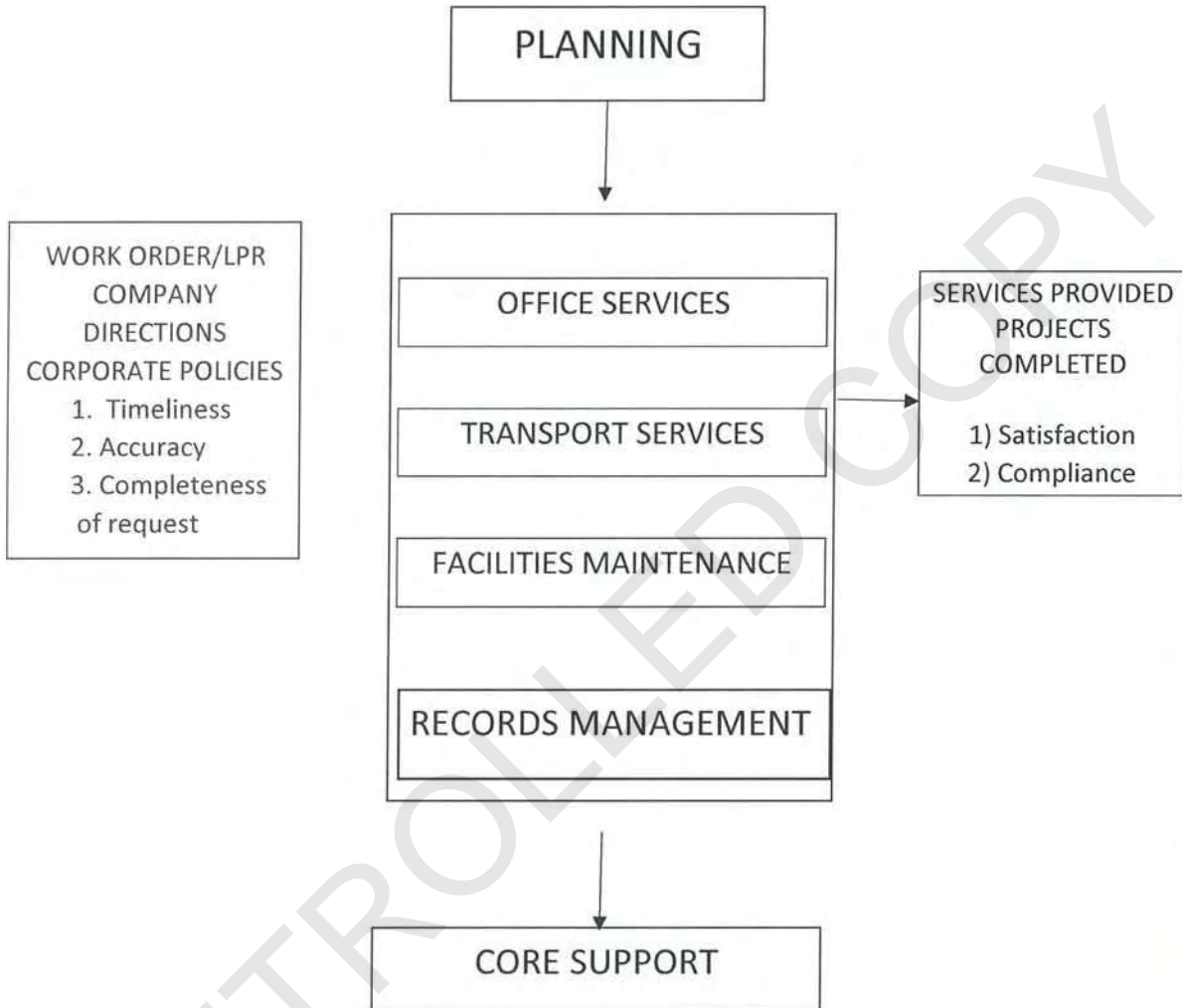
| Rev. No. | Affected pages/ section | Revision History |
|----------|-------------------------|---|
| 0 | - | New version of PNOC QMS; to include PNOC Energy Supply Base and PNOC Industrial Park. |
| 1 | All | Change in effectivity dates |

| Prepared by | Reviewed by | Approved by |
|--|--|---|
|  J. R. Baguio |  L.G. G. Calaor |  Atty. G. M. Barleta |
| Process Owner | Department Manager - Administrative Department | SVP - Energy Business |

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**Context Diagram
General Service Division**



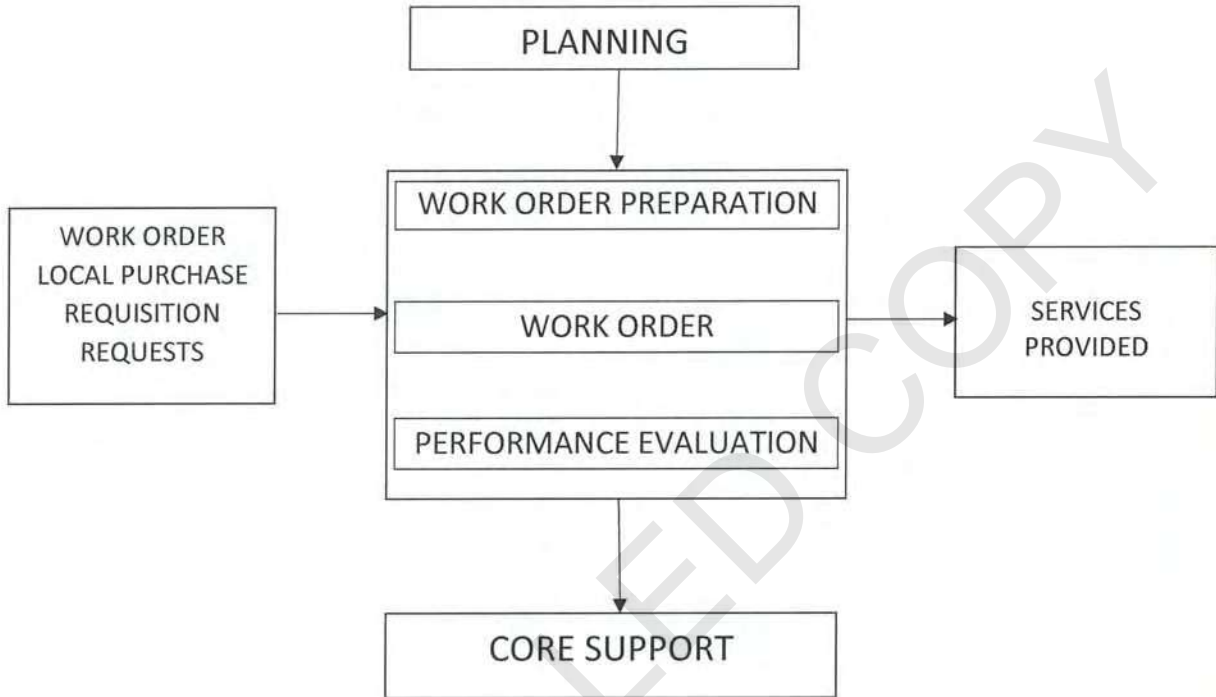
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| J.R. Baguio Process Owner | | L. G. G. Calaor Department Manager- Administrative Department | Atty. G. M. Barleta SVP Energy Business |



**Context Diagram
General Service Division**

Office Services



Office services pertain to the provision of various administrative support services such as security, janitorial, messengerial, and photocopying services. These services are outsourced, thus procured thru public bidding. However, general oversight and monitoring of the performance by the outsourced services are done by PNOC.

| Rev. No. | Affected pages/ section | Revision History |
|----------|-------------------------|---|
| 0 | - | New version of PNOC QMS; to include PNOC Energy Supply Base and PNOC Industrial Park. |

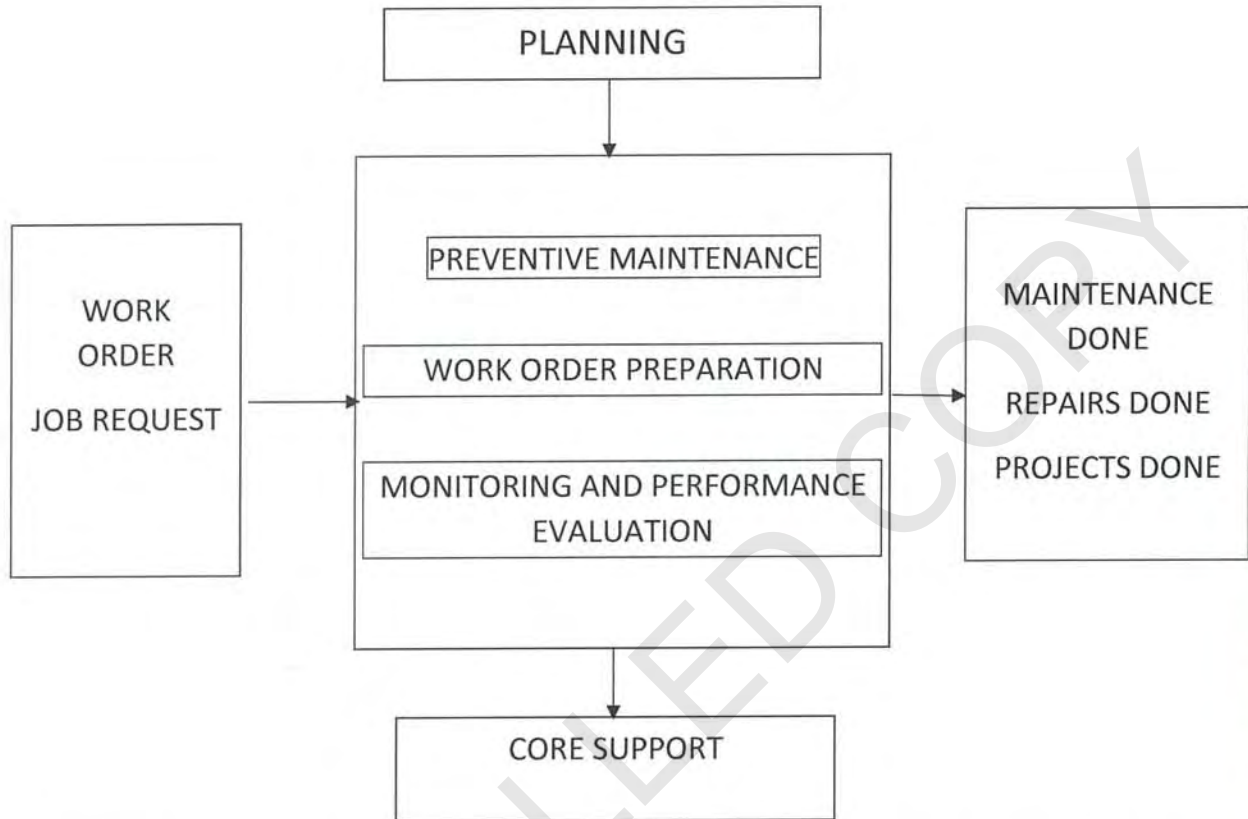
| Prepared by | Reviewed by | Approved by |
|--|---|---|
| H. M. Cruz Process Owner | L.G. G. Calaor Department Manager- Administrative Department | G. M. Barleta SVP Energy Business |

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**Context Diagram
General Service Division**

Facilities Maintenance



Facilities maintenance pertains to providing preventive maintenance and repair of facilities, which include structures, equipment machineries located within the PNOC compound as well as those in off-site properties. General maintenance and repairs are done in-house by maintenance. Work and repairs that are considered major such as maintenance of elevators, air conditioning units, generator sets and fire protection system as well as civil, electrical and architectural work are done by contracted services procured through public bidding.

| Rev. No. | Affected pages/ section | Revision History |
|--|-------------------------|---|
| 0 | - | New version of PNOC QMS; to include PNOC Energy Supply Base and PNOC Industrial Park. |
| Prepared by | | Reviewed by |
| R. G. Guevarra Process Owner | | L. G. G. Calaor Department Manager - Administrative Department |
| | | Approved by |
| | | Atty. G. M. Barleta SVP Energy Business |

| | | | | |
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|  | Title of Manual | | Document No. | |
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| OFFICE SERVICES – PERFORMANCE EVALUATION | | 1 | 1 of 3 | |

1.0 Objective

To ensure that outsourced external service providers, manpower activities are evaluated according to their effective and efficient performance.

2.0 Scope

This covers how the external providers' performance are evaluated. Performance evaluation activities provide assessment of the performance of the contractors.


3.0 References

Client Satisfaction Survey
Consolidated Survey for Contracted Services

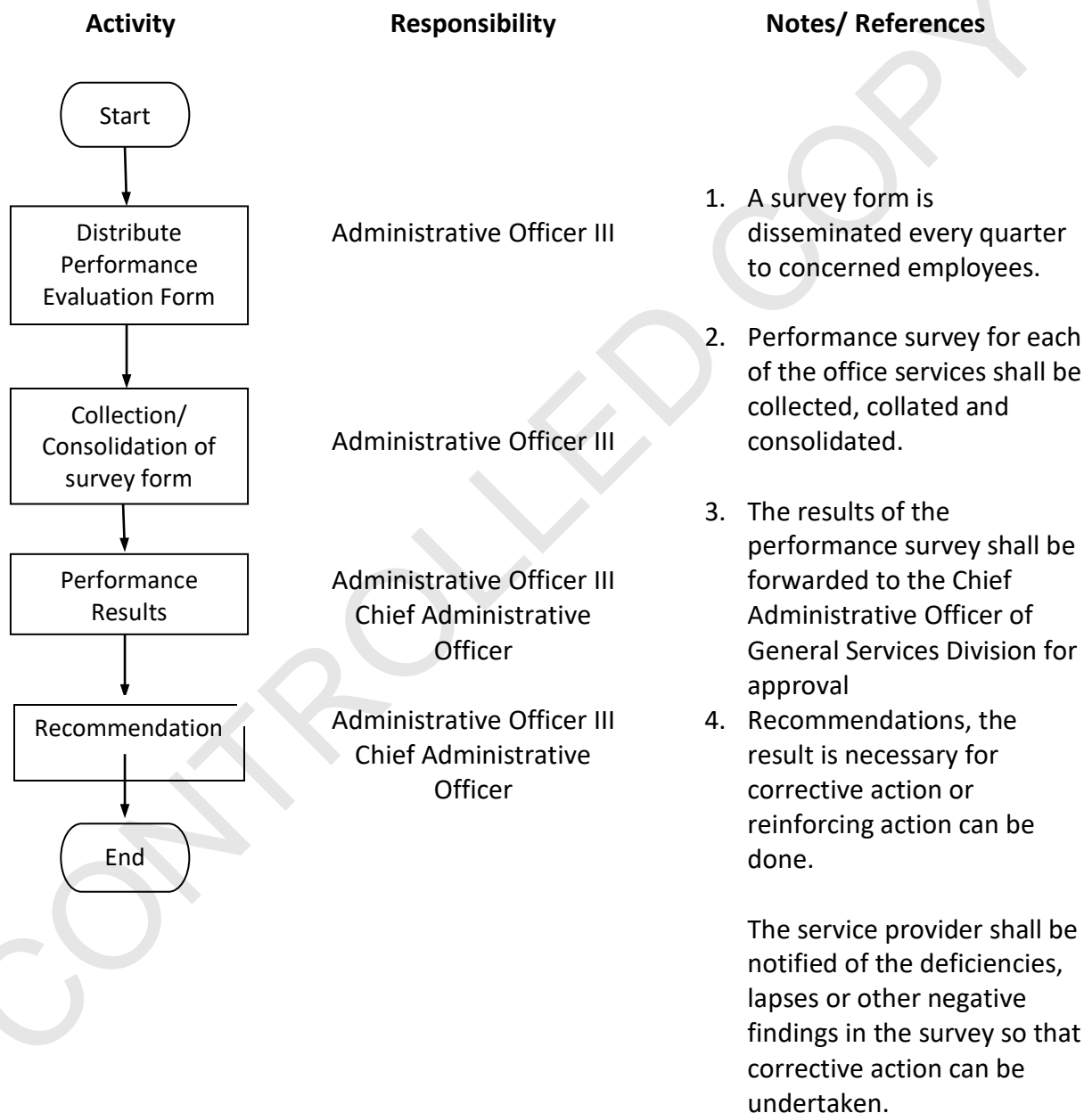
4.0 Definitions and Abbreviations

5.0 Policies and Guidelines

- 5.1 The performance of the office services providers and personnel shall be evaluated by General Services Division.
- 5.2 A Client Satisfaction Survey shall be issued to the employees to monitor the performance of the contracted agency's personnel. This is conducted on a quarterly basis and consolidated to determine the quarterly ratings of these outsourced companies.
- 5.3 The consolidated survey will be submitted to the Administrative Services Department Manager.
- 5.4 The results of the performance evaluation shall be the bases for the renewal of the contract for security, janitorial, messengerial and photocopying services.

| | | | |
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6.0 Details





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| OFFICE SERVICES – PERFORMANCE EVALUATION | | 1 | 3 of 3 | |

7.0 Records and Files Generated

Client Satisfaction Rating Form
 Consolidated Survey for Contracted Services

8.0 Attachments

| Rev. No. | Affected pages/ section | Revision History |
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| 0 | - | New version of PNOC QMS; to include PNOC Energy Supply Base and PNOC Industrial Park. |
| 1 | Page 2 of 3 All | Change the position title to align with the new Table of Organization Change of effectivity date |

| Prepared by | Reviewed by | Approved by |
|--|---|---|
| H .M. Cruz Process Owner | L. G. G. Calaor Department Manager - Administrative Services | Atty. G. M. Barleta SVP Energy Business |



PHILIPPINE NATIONAL OIL COMPANY
 Energy Center, Bonifacio Global City, Taguig City

CLIENT SATISFACTORY RATING FORM
 CONTRACTED SERVICES
 FOR THE QUARTER ENDING _____
 GSD - O1F1

| | Security Services | Janitorial Services | Messengerial Services | Photocopying Services |
|--|-------------------|---------------------|-----------------------|-----------------------|
| 1 QUALITY - ensure excellence in daily work | | | | |
| 2 EFFICIENCY - takes effort to accomplish work | | | | |
| 3 TIMELINESS - punctuality and reliabiliy | | | | |
| 4 PERSONALITY - good grooming | | | | |
| Total | | | | |
| Average Rating | | | | |

Legend:

RATE:

- 5 = Very Satisfied
- 4 = Satisfied
- 3 = Neutral
- 2 = Unsatisfied
- 1 = Very Unsatisfied

Rater: _____

Department/Division: _____

Note: Please return to GSD c/o Noly Razote



CONSOLIDATED SURVEY FOR CONTRACTED SERVICES

For the Period: _____
1-5 being the highest
GSD -01F2


| SECURITY | | | | | | | | | | | | | | |
|------------------------------|---|---|---|---|---|-------|---|---|---|---|---|-------|------|------------|
| CONTRACTOR'S NAME | 1 | 2 | 3 | 4 | 5 | Rater | 1 | 2 | 3 | 4 | 5 | Total | Ave | Total Ave |
| 1. Quality of Service | | | | | | | | | | | | | | |
| 2. Efficiency | | | | | | | | | | | | | | |
| 3. Timeliness | | | | | | | | | | | | | | |
| 4. Personality Good Grooming | | | | | | | | | | | | | | |
| RATING | | | | | | | | | | | | | | |
| JANITORIAL | | | | | | | | | | | | | | |
| CONTRACTOR'S NAME | 1 | 2 | 3 | 4 | 5 | Rater | 1 | 2 | 3 | 4 | 5 | Total | Ave. | Total Ave. |
| 1. Quality of Service | | | | | | | | | | | | | | |
| 2. Efficiency | | | | | | | | | | | | | | |
| 3. Timeliness | | | | | | | | | | | | | | |
| 4. Personality Good Grooming | | | | | | | | | | | | | | |
| Rating | | | | | | | | | | | | | | |
| MESSENGERIAL | | | | | | | | | | | | | | |
| CONTRACTOR'S NAME | 1 | 2 | 3 | 4 | 5 | Rater | 1 | 2 | 3 | 4 | 5 | Total | Ave. | Total Ave. |
| 1. Quality of Service | | | | | | | | | | | | | | |
| 2. Efficiency | | | | | | | | | | | | | | |
| 3. Timeliness | | | | | | | | | | | | | | |
| 4. Personality Good Grooming | | | | | | | | | | | | | | |
| Rating | | | | | | | | | | | | | | |
| PHOTOCOPY | | | | | | | | | | | | | | |
| CONTRACTOR'S NAME | 1 | 2 | 3 | 4 | 5 | Rater | 1 | 2 | 3 | 4 | 5 | Total | Ave. | Total Ave. |
| 1. Quality of Service | | | | | | | | | | | | | | |
| 2. Efficiency | | | | | | | | | | | | | | |
| 3. Timeliness | | | | | | | | | | | | | | |
| 4. Personality Good Grooming | | | | | | | | | | | | | | |
| Rating | | | | | | | | | | | | | | |

Prepared by: _____

Checked by: _____

Approved by: _____

Legend: Rate:
5= Very Satisfied
4= Satisfied
3= Neutral
2= Unsatisfied
1= Very Unsatisfied

| | | | |
|---|----------------------------------|---------------------------|--|
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| OFFICE SERVICES – MONITORING | 1 | 1 of 3 | |

1.0 Objective

To ensure that outsourced external service providers will perform their duties in a safe, smooth, and efficient manner in accordance with the PNOC's terms and specifications.

2.0 Scope

The procedure will apply to monitoring external service provider's work processes, routines as well as the materials and equipment used in the performance of their duties.

3.0 References

Work Order Requisition
Terms of Reference
Contract

4.0 Definitions and Abbreviations

5.0 Policies and Guidelines

5.1 Upon the start of the contract, service providers/contractors shall submit to PNOC General Services Division plans of their activities

5.1.1 For security services

- Schedule of guard posting

5.1.2 For Janitorial Services

- Schedule of Activities on a daily, weekly, and monthly basis
- Housekeeping Checklist
- Daily Timesheet
- Delivery of Supplies


5.1.3 For Messengerial

- Attendance monitoring is through routing assignments

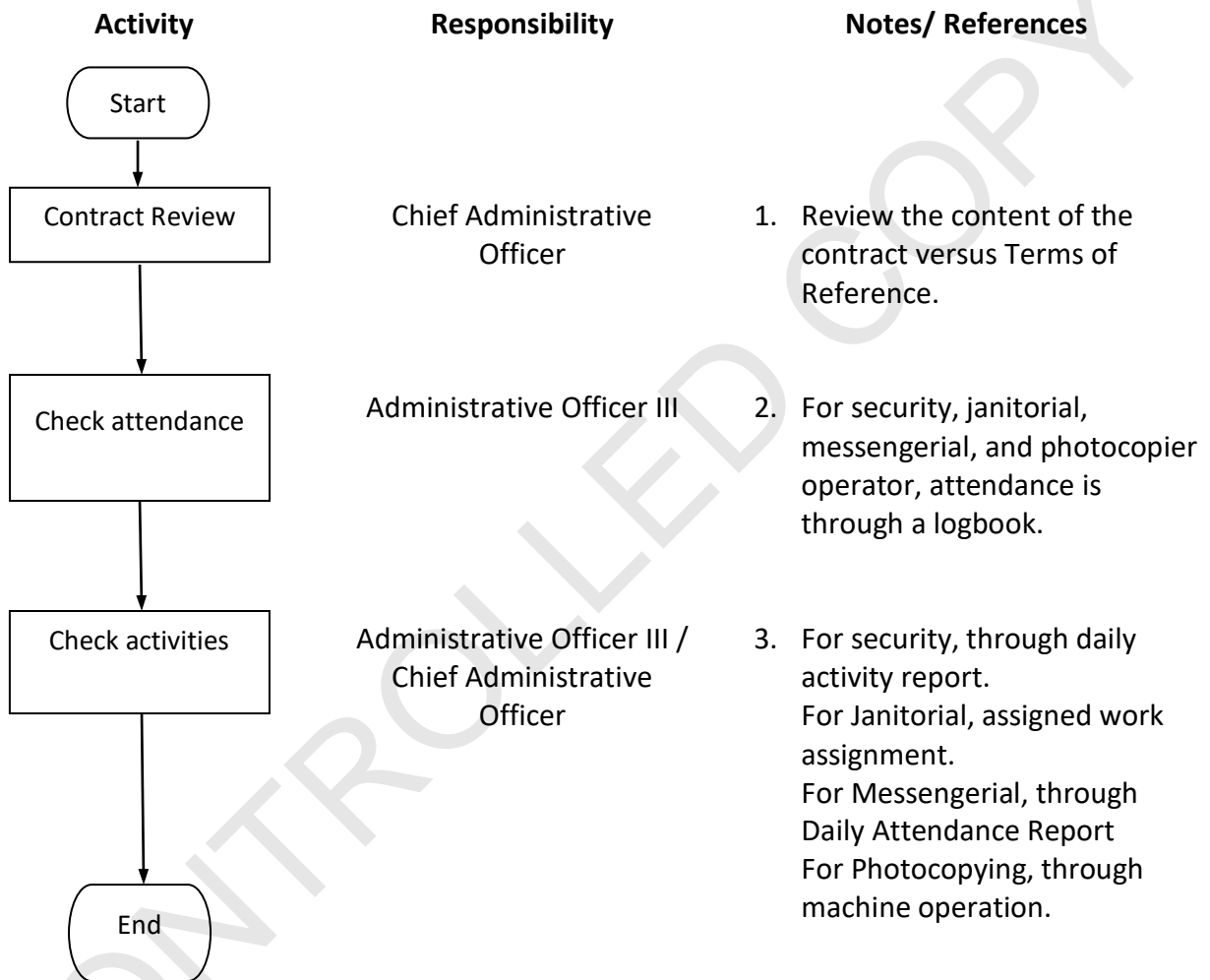
5.1.4 For Photocopying Services

- Operator attendance
- Machine deployment

5.2 Service provider and its personnel should be made aware of PNOC's policy relevant to their duties and responsibilities.

| | | | |
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6.0 Details





| | | | | |
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| OFFICE SERVICES – MONITORING | | 1 | 3 of 3 | |

7.0 Records and Files Generated

Daily Activity Report
Compliance Report Form

8.0 Attachments

Compliance Report Form

| Rev. No. | Affected pages/ section | Revision History |
|----------|-------------------------|---|
| 0 | - | New version of PNOC QMS; to include PNOC Energy Supply Base and PNOC Industrial Park. |
| 1 | Page 2 of 3 All | Change the position title to align with the new Table of Organization Change of effectivity date |

| Prepared by | Reviewed by | Approved by |
|-----------------------|--|--------------------------------|
| H. M. Cruz | L. G.G. Calaor | Atty. G. M. Barleta |
| Process Owner | Department Manager - Administrative Services | SVP Energy Business |



PHILIPPINE NATIONAL OIL COMPANY
 Energy Center, Bonifacio Global City, Taguig City

COMPLIANCE REPORT
 JANITORIAL SERVICES
 FOR THE PERIOD _____
 GSD - 02F1

Please check (✓) if the answer is YES, (X) if the answer is NO

| | | YES | NO | Remarks |
|-----|--|-----|----|---------|
| 1. | Did they provide complete manpower requirement per TOR | | | |
| 2. | Did the contractor for Janitorial services provide the services stated in the Contract (Scope of work) | | | |
| 2.a | Has the daily routine activities been complied? Cleaning of surroundings, sanitizing of comfort rooms, dusting, collection of waste, etc. | | | |
| 2.b | Are the weekly activities being complied with (scope of work) | | | |
| 2.c | Do they comply with the monthly and quarterly activities (scope of work) | | | |
| 2.d | Are other services within the building given with satisfaction? | | | |
| 3. | Are deployment of janitors complied everyday (p.2 sec. C of Manpower deployment) | | | |
| 4. | Are the janitors properly groomed, in proper uniforms and IDs? | | | |
| 5. | Did the janitors follow their deployment schedule (Annex A of the Contract) | | | |
| 6. | Are supplies and materials for the janitorial activities regularly delivered? (Annex B of the contract) | | | |

Prepared by:

Checked/Verified by:



PHILIPPINE NATIONAL OIL COMPANY
 Energy Center, Bonifacio Global City, Taguig City

COMPLIANCE REPORT
 PHOTOCOPYING SERVICES
 FOR THE PERIOD _____
 GSD - 02F2

Please check (v) if the answer is YES, (X) if the answer is NO, and N/A if not applicable

| | | Ground Floor | COA | CorSec | OP |
|-------|---|---|-------------------------------|-------------------------------|-----------|
| | | Machine 1 | Machine 2 | Machine 3 | Machine 4 |
| 1 | Machine Specification | Multifunction Machine (copier, colored scanner with USB slot) | At least 55 copies per minute | At least 35 copies per minute | Colored |
| 2 | Did you experience paper jam, random errors or unresponsive machine? | | | | |
| 3 | In case of machine breakdown, did they repair the machine immediately? | | | | |
| 4 | Did their service engineer/machine operator conduct a monthly maintenance, repair and adjustment? | | | | |
| 5 | Did they provide reliever in case the machine operator is absent (for Machine 1 only) | | | | |
| RATER | Name: | Name: | Name: | Name: | |
| | Signature: | Signature: | Signature: | Signature: | |

Prepared by:

Checked/Verified by:



PHILIPPINE NATIONAL OIL COMPANY
 Energy Center, Bonifacio Global City, Taguig City

COMPLIANCE REPORT
 MESSENGERIAL SERVICES
 FOR THE PERIOD _____
 QMS- GSD - 02F3

Please check (✓) if the answer is YES, (X) if the answer is NO

| | | YES | NO | Remarks |
|-----|---|-----|----|---------|
| 1. | Did they provide complete manpower (Contract Scope of Work 2.2): a. Foot messengers - 5 b. Motorized messengers - 3 | | | |
| 2. | Did (name of Contractor) messengers provide the following services (contract-scope of work 2.1) | | | |
| 2.a | Delivery/pick-up documents, letters, packages, etc. from/to PNOC offices. | | | |
| 2.b | Routing of memos, documents and others to different destinations within the office premises | | | |
| 2.c | Assist in photocopying of documents | | | |
| 2.d | Make payments to different banks and other business firms | | | |
| 2.e | Routing of newspapers/magazines every morning | | | |
| 2.f | Other tasks related to messengerial services that may be assigned to the messengers | | | |
| 3. | Do they provide reliever for every absent messenger? (Contract-Scope of Work 2.3) | | | |
| 4. | Did the messenger wear proper uniform and is properly groomed? (Contract-Scope of Work 2.6) | | | |
| 5. | Did the messengers follow the schedule of messengerial services and assigned offices (Contract-Scope of Work 5) | | | |
| 6. | Did the contractor comply with other provisions stated in the contract? | | | |

Prepared by:

Checked/Verified by:



PHILIPPINE NATIONAL OIL COMPANY
 Energy Center, Bonifacio Global City, Taguig City


COMPLIANCE REPORT
 SECURITY SERVICES
 FOR THE PERIOD _____
 GSD - 02F4

Please check (V) if the answer is YES, (X) if the answer is NO

| | YES | NO | Remarks |
|---|-----|----|---------|
| 1 Did they establish and maintain 40 security guards at the following designated premises: a. PNOC Bldg/Energy Compound - 25 b. PNOC Bldg 2 to 5 Energy Compound - 12 c. PNOC Property - V. Mapa - 3 | | | |
| 2 Did the contractor provide all the necessary equipment, facilities and trainings as stated in article 3 of the contract, which include: a. Uniform b. Fire and Ammunition c. Communications equipment d. Support Equipment | | | |
| 3 Did the contractor assign qualified security guards and management officers as stated in Article 1 - scope of work | | | |
| 4 Did the contractor provide protection of life and property of PNOC and PNOC personnel, protection from "unauthorized entry" into premises and buildings, malicious mischiefs, theft/pilferage, robbery, sabotage and forcible entry of armed person(s) and other harmful acts, protection from "safety" threats, such as fire, and effects from natural disasters and calamities, maintenance of peace and order and the implementation of appropriate security related administrative rules and regulations? | | | |
| 5 Does the head of security conduct a tight coordination with the PNOC Security Head in meeting security situation/s? | | | |

Prepared by:

Checked/Verified by:

| | | | | |
|---|---------------------------|--------------|--------------------|--|
|  | Title of Manual | | Document No. | |
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| OFFICE SERVICES – WORK ORDER PREPARATION | | 1 | 1 of 3 | |

1.0 Objective

To ensure that work quality in terms of goods and services are in accordance to required specifications, at the best price, in a timely manner, and most advantageous to the Philippine National Oil Company.

2.0 Scope

This covers the preparation of work order and terms of reference necessary for the procurement of office services such as janitorial, security, messengerial, and photocopying.

3.0 References


RA 9184 - Government Procurement Reform Act

4.0 Definition of Terms

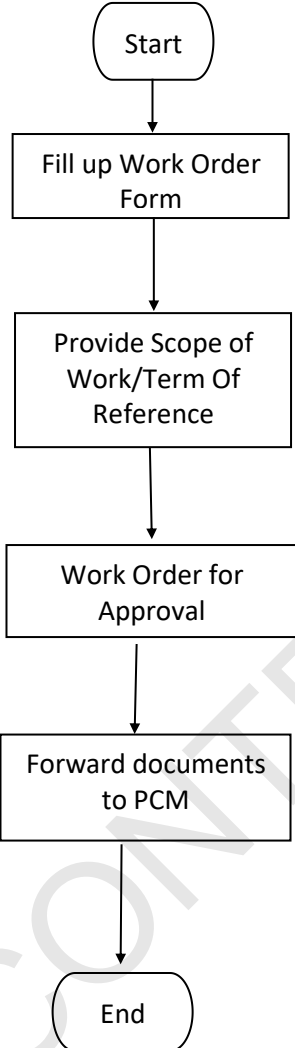
ABC - Approved Budget for the Contract
 APP - Annual Procurement Plan
 PCM - Procurement Management Division
 TOR - Terms of References
 WOR - Work Order Requisition
 PR - Purchase Requisition

5.0 Policies and Guidelines

- 5.1 Work order shall be prepared annually for the procurement of the office services by the company.
- 5.2 The work order shall contain the complete terms of reference, specifications and other condition necessary to procure the services.
- 5.3 The work order shall be approved by the signatories specified in the PNOC Approvals Manual.
- 5.4 It shall be submitted to PCM on the deadline specified, subject to the review and revisions made by the approving authorities.

| | | | |
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| OFFICE SERVICES – WORK ORDER PREPARATION | 1 | 2 of 3 | |

6.0 Procedure Details

| Activity | Responsibility | Notes / References |
|--|---|--|
|  | Administrative Officer III | 1. Prepare Work Order to initiate procurement of services. Indicate ABC. |
| | Chief Administrative Officer / Administrative Officer III | 2. The scope of work will be the basis for the Terms of Reference of the project. a. Description of the project b. Duration of the project c. Number of persons involved d. Materials and/or equipment required. |
| | President/SVP/Department Manager A/Chief Administrative Officer | 3. Have Work Order approved. Approval will depend on the amount of the project. |
| | Administrative Officer III | 4. Refer to Approval's Manual |



| | | | | |
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7.0 Forms and Record

- Work Order
- Purchase Requisition

8.0 Attachments

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| 0 | - | New version of PNOC QMS; to include PNOC Energy Supply Base and PNOC Industrial Park. |
| 1 | Pages 1 & 2 All | Update the division code, definition of terms and new position title Change of effectivity date |

| Prepared by | Reviewed by | Approved by |
|--|---|---|
| J. R. Baguio Process Owner | L. G. G. Calaor Department Manager - Administrative Department | Atty. G. M. Barleta SVP Energy Business |

| | | | | |
|---|---------------------------|--------------|--------------------|--|
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| PREVENTIVE MAINTENANCE INSPECTION AND REPAIR | | 1 | 1 of 5 | |

1.0 Objective

- 1.1 To ensure smooth, efficient, and safe condition and operations of facilities such as buildings, roads and drainage systems, grounds, machineries and equipment, located at the PNOC compound and other off-site assigned facilities, through regular inspection, cleaning and maintenance, and timely repair
- 1.2 To prevent equipment breakdown and promptly rectify damages as detected.

2.0 Scope

This procedure applies to the inspection, timely repair, and corrective maintenance of facilities including mechanical, electrical, civil and sanitary works and other related services.

3.0 Definition of Terms


| | | |
|--------|---|------------------------|
| GenSet | – | Generator Set |
| LPR | – | Local Purchase Order |
| PM | – | Preventive Maintenance |
| WOR | – | Work Order Requisition |

4.0 References


Equipment manuals, users' manuals, catalogues
Occupational Safety and Health Standards

5.0 Policies and Guidelines

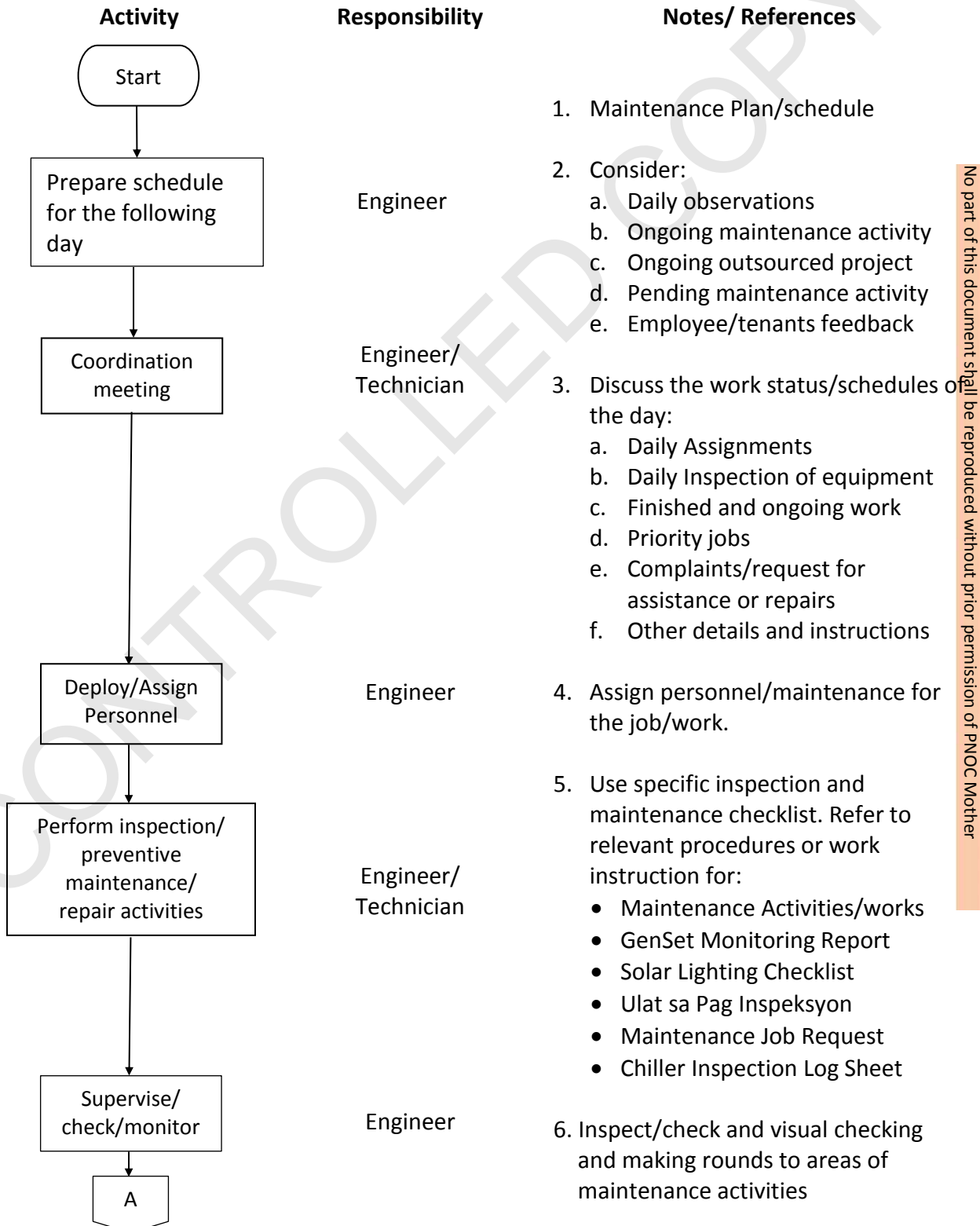
- 5.1 Maintenance plans and projects for various activities shall be prepared annually. Based on the previous year's accomplishment, the current year's schedule may be established.
- 5.2 From the annual plan, quarterly, monthly and daily schedules for maintenance shall be drawn depending on equipment/project status.
- 5.3 Maintenance & repair works are to be done according to priorities and in order of importance.
- 5.4 *Maintenance Activity Report* of each activity shall be submitted and reviewed by the Engineer-in-charge for monitoring and evaluation.


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|  | Title of Manual | Document No. | |
| | SYSTEM PROCEDURES MANUAL | GSD-04 | |
| | Department/ Process Owner | Effective Date | |
| | GENERAL SERVICES DIVISION | September 15, 2021 | |
| Title of Document | Revision No. | Page | |
| PREVENTIVE MAINTENANCE INSPECTION AND REPAIR | 1 | 2 of 5 | |

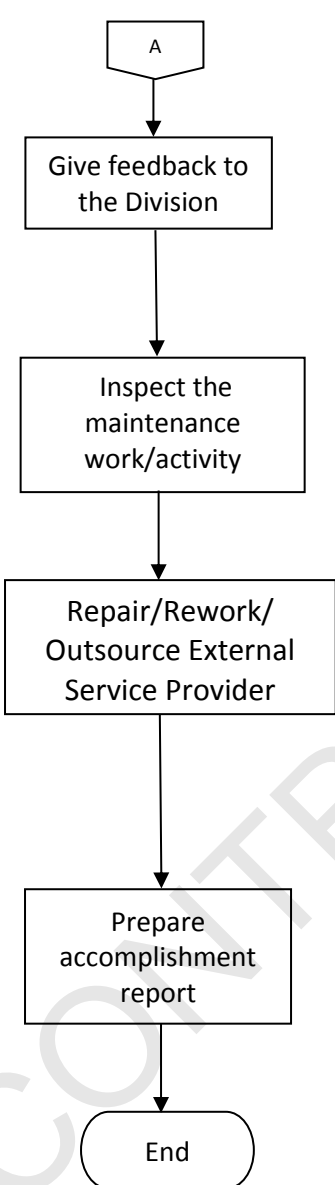
- 5.5 All emergency maintenance activities, before its commencement shall be duly *reviewed and* approved by the Engineer-in –Charge.
- 5.6 All request/assistance for any maintenance and/or repair/activity shall be duly supported by a Maintenance Job Request duly approved by the Engineer-in-Charge.
- 5.7 Accomplished inspection checklist/*Ulat sa Inspeksyon* activities will be submitted to the Engineer-in-Charge for review and evaluation and be the basis for any future repairs.
- 5.8 All waste materials generated from maintenance and/or repair activities shall be collected and turned-over to the PropMD for disposal.
- 5.9 Street/road sweeping and cleaning to remove gross accumulations of sand, dirt/mud, grass, leaves, small stones, etc. on the surfaces of the streets, roads, curbs & gutters, inlets, sidewalks, canals, etc. is conducted daily.
- 5.10 *Safety activities such as repair and inspection should be in accordance with safety rules and regulations.*


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6.0 Procedure Details



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| PREVENTIVE MAINTENANCE INSPECTION AND REPAIR | 1 | 4 of 5 | |

| Activity | Responsibility | Notes/ References |
|--|-------------------------|--|
|  | Engineer | <p>7. Feedback may include:</p> <ol style="list-style-type: none"> Equipment condition/status Tenant's comments/complaints Observation on the compound Ongoing project activity Reports and Recommendations |
| | Engineer/ Technician | <p>8. Maintenance Activity Report, Ulat sa Pag Inspeksyon, Maintenance Job Request</p> |
| | Engineer/ Technician | <p>9. If maintenance work is beyond capability of staff, work will be outsourced to an external service provider.</p> <p>10. If the work will be outsourced or requested, prepare work order/local purchase requisition.</p> |
| | Engineer/ Technician | <p>11. If the work is completed/done, prepare accomplishment report.</p> |




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|  | Title of Manual | | Document No. | |
| | SYSTEM PROCEDURES MANUAL | | GSD-04 | |
| | Department/ Process Owner | | Effective Date | |
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| Title of Document | | Revision No. | Page | |
| PREVENTIVE MAINTENANCE INSPECTION AND REPAIR | | 1 | 5 of 5 | |

7.0 Records and Files Generated

GenSet Maintenance Checklist
 Solar Lighting System Checklist
 Maintenance Activity Report
 Maintenance Job Request
 Ulat sa Pag Inspeksyon
 Accomplishment Report
 Work Order / Local Purchase Order
 Building Facilities and Utilities Preventive Maintenance Checklist

8.0 Attachments

| Rev. No. | Affected pages/ section | Revision History |
|----------|-------------------------|---|
| 0 | - | New version of PNOC QMS; to include PNOC Energy Supply Base and PNOC Industrial Park. |
| 1 | Page 1 to 5 | Change the position title to align with the new Table of Organization Change of effectivity date |

| Prepared by | Reviewed by | Approved by |
|---|--|---|
|  R. C. Guevarra Process Owner |  L. G. G. Calaor Department Manager - Administrative Department |  Atty. G.M. Barleta SVP Energy Business |



| |
|---|
| <input type="checkbox"/> Normal PM |
| <input type="checkbox"/> Power Interruption |

GENERATOR SET MAINTENANCE CHECKLIST
GSD – 04F1

GenSet No: _____ Location: _____ Date: _____ Time: _____

I. Preventive Maintenance Check

| Check | Check Item | Remarks |
|--|--|---------|
| 1.0 Battery Condition | | |
| <input type="checkbox"/> | 1.1 Specific gravity should be 1.21-1.25 | |
| <input type="checkbox"/> | 1.2 Check the distilled water level; fill up when necessary | |
| <input type="checkbox"/> | 1.3 Ensure charges are working and batteries are ready for start up | |
| <input type="checkbox"/> | 1.4 Check and retighten terminals if loose | |
| 2.0 Premises and peripheral devices | | |
| <input type="checkbox"/> | 2.1 Observe for oil, fuel, water, and exhaust leaks. | |
| <input type="checkbox"/> | 2.2 Maintain enough radiator cooling water. | |
| <input type="checkbox"/> | 2.3 Check level of lube oil. | |
| <input type="checkbox"/> | 2.4 Check air filter restriction gauges. | |
| <input type="checkbox"/> | 2.5 Check and maintain cleanliness of equipment. | |
| <input type="checkbox"/> | 2.6 Replace busted lights if any; clean luminaries. | |
| <input type="checkbox"/> | 2.7 Check condition of exhaust fans. | |
| <input type="checkbox"/> | 2.8 Check switches. They should be in auto position. | |
| <input type="checkbox"/> | 2.9 Conduct proper housekeeping. | |
| 3.0 Monthly Preventive Maintenance | | |
| <input type="checkbox"/> | 3.1 Check lube oil level; add or top as necessary. Check for leaks. (Record approximate quantity of oil added) | |
| <input type="checkbox"/> | 3.2 Check fuel day tank level | |
| <input type="checkbox"/> | 3.3 Check coolant level in radiator; add if necessary. Check for leaks | |
| <input type="checkbox"/> | 3.4 Check belt tension | |
| <input type="checkbox"/> | 3.5 Check radiator for debris | |
| <input type="checkbox"/> | 3.6 Run engine to rated no-load speed (normally 1850 rpm) | |
| <input type="checkbox"/> | 3.7 Check for leaks-on lube oil, fuel oil coolant (water) on all connections | |
| <input type="checkbox"/> | 3.8 Observe smoke color record | |
| <input type="checkbox"/> | 3.9 Check battery condition including terminals and post | |
| <input type="checkbox"/> | 3.10 Maintain a 5-10 minutes warm-up test on no-load condition and on manual mode | |
| <input type="checkbox"/> | 3.11 Switch generator automatic voltage regulator for no-load voltage and frequency | |
| <input type="checkbox"/> | 3.12 Check engine and generator instruments and gauges readings | |
| <input type="checkbox"/> | 3.13 Check for unusual noises and exhaust leaks | |
| <input type="checkbox"/> | 3.14 Record instrument readings | |
| 4.0 Engine Running with Load | | |
| <input type="checkbox"/> | 4.1 Check and record engine operating parameters. Adjust if necessary. | |
| <input type="checkbox"/> | 4.2 Check for oil leaks or coolant leaks. | |
| <input type="checkbox"/> | 4.3 Check for unusual noises and exhaust leaks. | |
| <input type="checkbox"/> | 4.4 Perform radiator heat exchanger/ambient temperature differential test on the cooling system. | |
| <input type="checkbox"/> | 4.5 Fuel system pressure test. | |

II. Operational Monitoring

| Condition | Water level | Oil level | Fuel level | B. Level | Oil pressure | Water Temp | RPM | Running Hours | Freq | Voltage | Load current |
|-----------|-------------|-----------|------------|----------|--------------|------------|-----|---------------|------|---------|--------------|
| WU | | | | | | | | | | | |
| Op Hr1 | | | | | | | | | | | |
| Op Hr2 | | | | | | | | | | | |

Prepared by:

Checked by:

Technician

Engineer-in-Charge

Note: WU – Warm up during normal PM; Op Hr – Operating Hour during power interruption



PHILIPPINE NATIONAL OIL COMPANY
Energy Center, Bonifacio Global City, Taguig City

SOLAR LIGHTING SYSTEM CHECKLIST

GSD - 04F2

Date: _____

| Booster / Controller No. | Elect'l. Connections, Termination, Lightings | Controller Voltage | Controller Status | Charge Level | Battery Status (Red, White or Green) By Hygrometer | | | | | | | | | | | | Remarks | Technician/s Name & Signature |
|--------------------------------|---|-----------------------|----------------------|-----------------|--|----|----|----|----|----|----|----|----|-----|-----|-----|---------|-------------------------------------|
| | | | | | B1 | B2 | B3 | B4 | B5 | B6 | B7 | B8 | B9 | B10 | B11 | B12 | | |
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Checked by: _____

Noted by: _____



MAINTENANCE ACTIVITY REPORT
GSD - 04F3

ACTIVITY/TITLE : _____
 LOCATION/AREA : _____

DATE: _____

| I. PERSONNEL/MANPOWER | | II. EQUIPMENT/TOOLS/MATERIALS | | | |
|-----------------------|-------------|-------------------------------|--------------|------------|---------|
| NAME/S | DESIGNATION | DESCRIPTION | No. of Units | Hours Used | REMARKS |
| | | | | | |
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| III. ACCOMPLISHMENT | IV. REMARKS/RECOMMENDATIONS |
|---------------------|-----------------------------|
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| V. PROBLEMS/DIFFICULTY ENCOUNTERED | VI. ACTION TAKEN |
|------------------------------------|------------------|
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Prepared by:

Checked by:

 Maintenance Personnel

 Engineer-in-Charge



PHILIPPINE NATIONAL OIL COMPANY
Energy Center, BGC, Taguig City

MAINTENANCE JOB REQUEST
GSD – 04F4

Job Request No. _____

| | |
|--|-----------------------------|
| Date Requested: | |
| Location/Floor: Building/Area: | |
| Requested by: | |
| Designation: | |
| Details of request/complaints/work to be done: | |
| HAND BACK (return to BMS) | |
| Done by: | Checked by: |
| Name: | Name: |
| Designation: | Designation: |
| Group/Unit: | Group/Unit: |
| Date and time done: | Date Accepted: |
| Remarks (include materials used): | Remarks (include comments): |



PHILIPPINE NATIONAL OIL COMPANY
Energy Center, Bonifacio Global City, Taguig City

ACCOMPLISHMENT REPORT

GSD - 04F6

| Date of Turn Over | Project Name | Status | Contractor / Supplier | Remarks |
|-------------------|--------------|--------|-----------------------|---------|
| | | | | |

Prepared by: _____

Noted by: _____

Checked by: _____

Approved by: _____



**BUILDING FACILITIES AND UTILITIES PREVENTIVE MAINTENANCE
CHECKLISTS**
GSD – 04F7

❖ Monthly Inspection Report: For the Month of _____

ROOF / ROOFDECK

- Clean drains and keep them clear
- Replace or repair corroded/rusted GI sheets
- Check for cracks or blisters in the roofing, and repair as needed
- Sweep off any foreign debris and standing water after rain
- Check roof, roof paints and repair as needed

WALLS AND CEILING

- Maintain gutters and downspouts to keep water off exterior walls
- Check condition of fascia board and ceiling, and repair as needed
- Check condition of mortar between bricks, and repair as needed
- Check conditions of spalled/caulking and weather seal around windows, doors, ceiling and skylights, and repair as needed

WINDOWS AND DOORS

- Check all concrete/wooden parts, and repaints as needed
- Check putty and replace as needed
- Lubricate all hinges and locks mechanism frequently, especially in wet or cold weather
- Check window glass panels for cracks and replace as needed
- Check latches and locks, repair and replace as needed

FLOORS

- Check all tiles and repair as needed
- Check slab cracks/caulking and repair as needed

PLUMBING

- Repair leaky faucets
- Check water lines of leaks and repair immediately
- Clean-out sink traps and building trap, if draining is slow
- Check sanitary pipelines if clogged

COMFORT ROOMS

- Check toilet bowls and urinals, and repair/replace as needed
- Check drains and repair as needed
- Check bidets of leaks, replace if necessary
- Check sanitary fixtures



**BUILDING FACILITIES AND UTILITIES PREVENTIVE MAINTENANCE
CHECKLISTS**
GSD – 04F7

ELECTRICAL

- Check operation of electrical appliances, outlets and lightings
- Inspect tenant wiring periodically and eliminate any fire hazards
- Ensure easy access to meter and switches
- If buildings use fuses rather than circuit breakers, replace fuses as needed and keep a good supply available
- Ensure correct specifications of circuit breakers are being used
- Ensure cables and conduits are concealed and that nothing are hanging from them
- Check for octopus connections that may lead to short circuit

FIRE PROTECTION SAFETY

- Replace burnt-out bulbs/fluorescent immediately
- Check smoke detectors and heat detectors monthly
- Know the locations of all "service shut-offs" in the building: water, gas, electricity, etc.
- Check and maintain security of fire hose cabinets
- Check window lock guards constantly and repair or replace as needed
- Check fire extinguishers quarterly
- Check fire escapes condition and maintain or repair as needed
- Check fire escapes and stair corridors free of obstruction
- Check fire alarm system
- Check and keep the entrances and exits clean and clear

REMARKS:

Prepared by:

Checked by:

Maintenance Personnel

Engineer-in-Charge



PHILIPPINE NATIONAL OIL COMPANY
Energy Center, Bonifacio Global City, Taguig City

PROJECT MONITORING REPORT

GSD - 04F8

| | |
|--------------|------------|
| PROJECT : | |
| DATE : | |
| TIME IN : | TIME OUT : |
| ACTIVITIES : | |

CONTROLLED COPY

Assigned Personnel:

Checked By:

Noted By:


Approved By:

Technician

Engineer - in - Charge

GSD-Supervisor

Div. Chief

| | | | | |
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|  | Title of Manual | | Document No. | |
| | SYSTEM PROCEDURES MANUAL | | GSD-05 | |
| | Department/ Process Owner | | Effective Date | |
| | GENERAL SERVICES DIVISION | | September 15, 2021 | |
| Title of Document | | Revision No. | Page | |
| WORK ORDER PRERATION FOR FACILITIES MAINTENANCE | | 1 | 1 of 5 | |

1.0 Objective

To ensure that work quality in terms of goods and services, are in accordance to required specifications, at the best price, in a timely manner, and most advantageous to PNOC.

2.0 Scope

This procedure applies to purchasing of goods and services provided by external services providers.

3.0 References

RA 9184 - Government Procurement Reform Act

4.0 Definition of Terms

| | | |
|-----|---|----------------------------------|
| ABC | – | Approved Budget for the Contract |
| APP | – | Annual Procurement Plan |
| PR | – | Purchase Requisition |
| PCM | – | Procurement Management Division |
| TOR | – | Terms of References |
| WOR | – | Work Order Requisition |


5.0 Policies and Guidelines

5.1 Work Order Process

5.1.1 Purchases of goods and services shall be made through the Procurement Management Division under Administrative Services Department. This shall follow RA 9184 Government Procurement Reform Act.


5.1.2 Items either goods or services that are urgently required and are not available on hand can be considered as emergency repairs or purchase. However, compliance to RA 9184 must be ensured.

5.1.3 All repairs of facilities and equipment require submission of Work Orders with Terms of References.

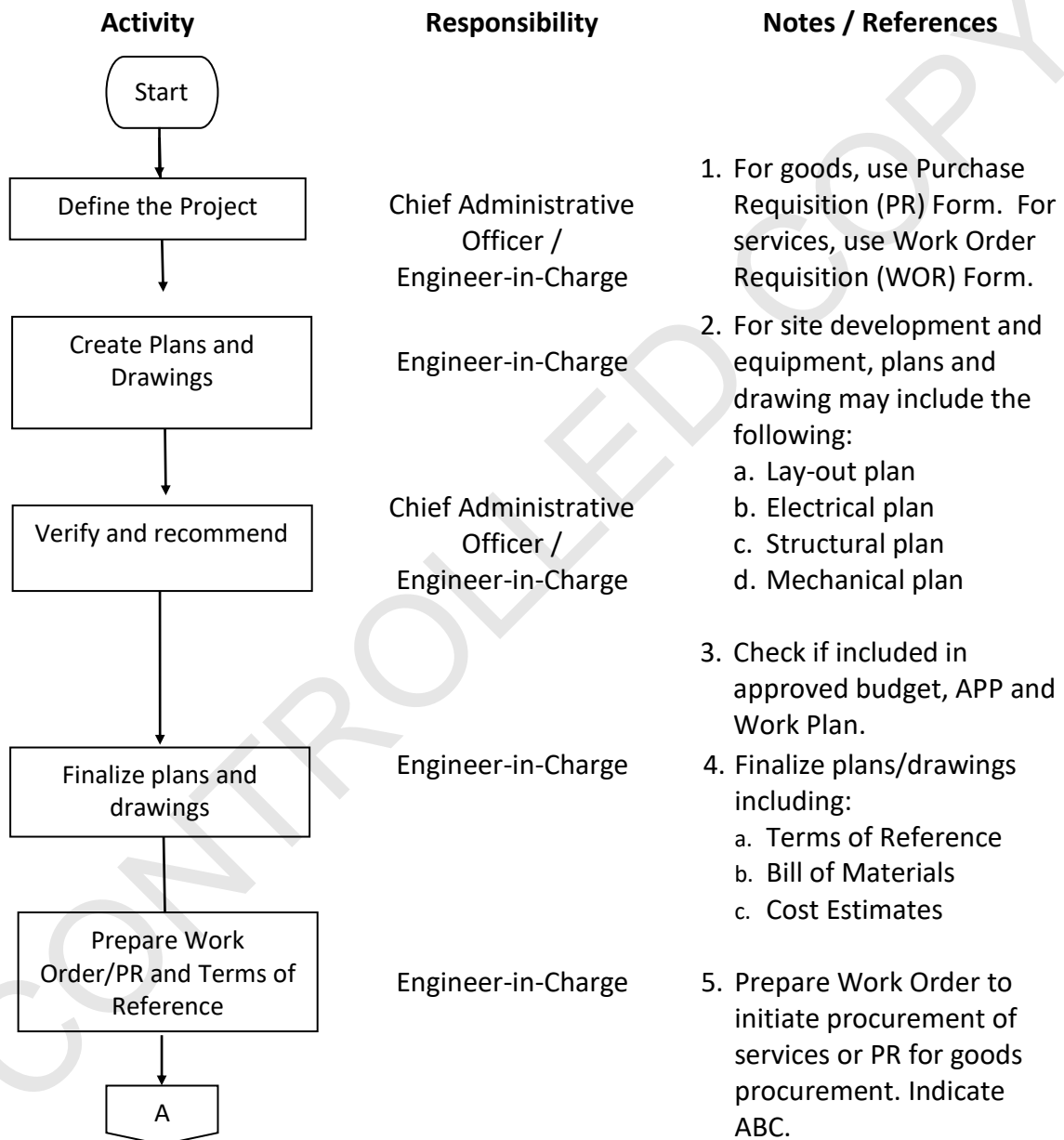
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|  | Title of Manual | Document No. | |
| | SYSTEM PROCEDURES MANUAL | GSD-05 | |
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| Title of Document | Revision No. | Page | |
| WORK ORDER PRERATION FOR FACILITIES MAINTENANCE | 1 | 2 of 5 | |


- 5.1.4 Requirements for external service providers shall include quality and compliance to requirements, cost and delivery.
- 5.1.5 All Work Orders and Purchase Requisitions shall be in accordance with PNOC approvals manual.
- 5.1.6 Suppliers must submit a work proposal including materials cost.

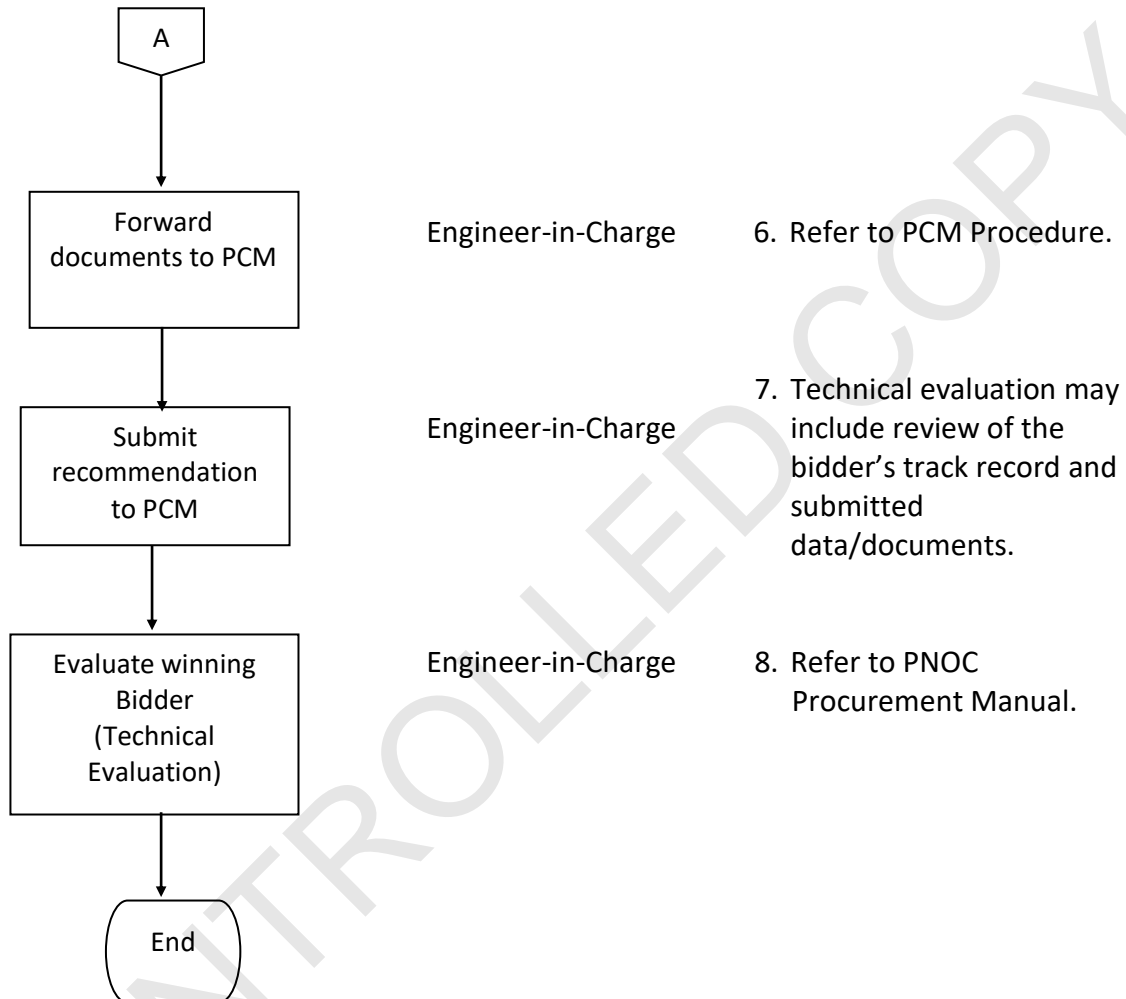
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| WORK ORDER PRERATION FOR FACILITIES MAINTENANCE | 1 | 3 of 5 | |

6.0 Procedure Details



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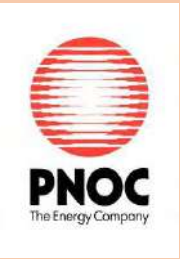
7.0 Records and Files Generated

Work Order
Purchase Requisition

8.0 Attachments

| Rev. No. | Affected pages/ section | Revision History |
|----------|-------------------------|--|
| 0 | - | New version of PNOC QMS; to include PNOC Energy Supply Base and PNOC Industrial Park. |
| 1 | Pages 1 to 5 All | Update the position title based on the new TO; update some records and files generated not mentioned in the process. Change of effectivity date |

| Prepared by | Reviewed by | Approved by |
|---|--|--|
|  R. C. Guevarra Process Owner |  L. G. G. Calaor Department Manager - Administrative Services |  Atty. G. M. Barleta SVP Energy Business |

| | | | | |
|---|---------------------------|--------------|--------------------|--|
|  | Title of Manual | | Document No. | |
| | SYSTEM PROCEDURES MANUAL | | GSD-06 | |
| | Department/ Process Owner | | Effective Date | |
| | GENERAL SERVICES DIVISION | | September 15, 2021 | |
| Title of Document | | Revision No. | Page | |
| MONITORING AND PERFORMANCE EVALUATION OF EXTERNAL SERVICES PROVIDER | | 1 | 1 of 5 | |

1.0 Objective

To ensure outsourced external services will be performed safely, smoothly, efficiently, and effectively in accordance with the company's plans and specifications

2.0 Scope

This procedure applies to external services projects. This covers projects and contracted/supplied management/services such as construction, repair, rehabilitation, maintenance, preventive maintenance.

3.0 Definition of Terms

| | | |
|-----|---|------------------------|
| PR | – | Purchase Requisition |
| TOR | – | Terms of References |
| WOR | – | Work Order Requisition |

4.0 References

R.A. 9184
Terms of References

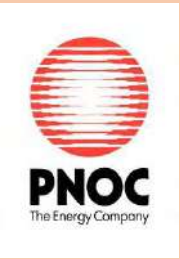
5.0 Policies and Guidelines

5.1 Service providers/contractors shall submit to PNOC Building Maintenance Section through the Engineer-in-Charge service reports of maintained equipment.

5.2 Service providers/contractors manpower shall be made aware of the basic requirements on construction/maintenance policy and safety & security requirements of the company that are relevant to their activities.

5.3 Coordination meeting shall cover applicable requirements such as:

- 5.3.1 Notice and schedules of construction/repair and mobilization.
- 5.3.2 List or number of manpower including supervising personnel.
- 5.3.3 Relevant safety & security regulations including requirements for providing barriers, installing signs and using safety equipment.
- 5.3.4 Temporary facilities, including portable toilets if needed

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| MONITORING AND PERFORMANCE EVALUATION OF EXTERNAL SERVICES PROVIDER | 1 | 2 of 5 | |

5.3.5 Legal and other requirements, e.g. building permit, work permit, electrical permit, mechanical permit and others.

5.3.6 General construction notes

5.4 The contractor shall be required to designate the following:

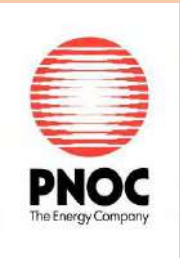
5.4.1 For major and critical workplace activity the designation of a qualified Safety Officer and Project-in-Charge personnel is required.

5.4.2 For every outsourced work/project a coordinator should be assigned for proper and timely coordination.

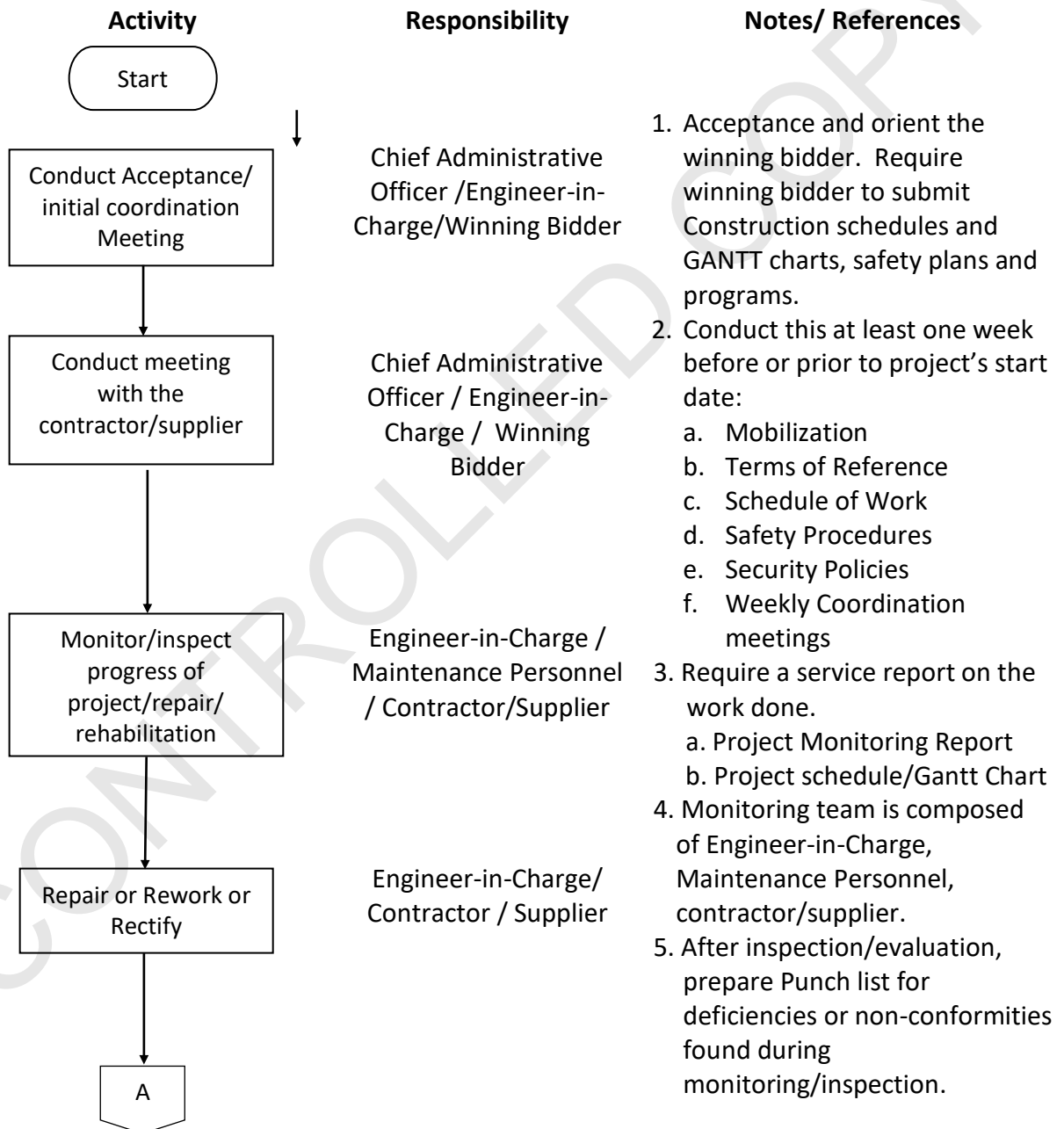
5.5 All major critical activities/changes in the project shall be duly noted and approved by the Chief Administrative Officer before commencing.

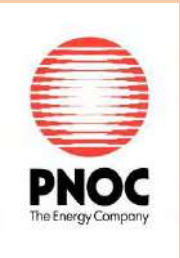
5.6 All activities will be monitored daily and minor changes of the project will be coordinated accordingly to the Engineer-in-Charge and have subsequent approval before commencing the changes.

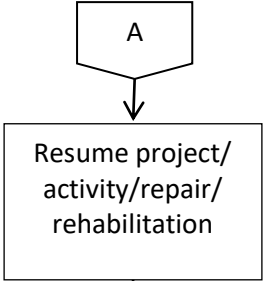

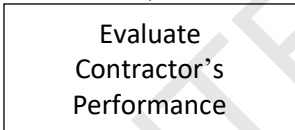

5.7 All waste materials generated from repair/maintenance activities shall be handled and turned over to PNOC.


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6.0 Procedures Details



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| MONITORING AND PERFORMANCE EVALUATION OF EXTERNAL SERVICES PROVIDER | 1 | 4 of 5 | |

| Activity | Responsibility | Notes/ References |
|---|---|---|
|  | Engineer-in-Charge/ Contractor/Supplier | 6. Resumption of activities/project/repair/rehabilitation based on punch listed items |
|  | Chief Administrative Officer / Engineer-in-Charge | 7. Upon completion of project, prepare Certificate of Completion/Acceptance and attach to the billing statement |
|  | Chief Administrative Officer / Engineer-in-Charge | 8. Use Performance Evaluation Form |
|  | | |

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|---|----------------------------------|---------------------------|--|
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| MONITORING AND PERFORMANCE EVALUATION OF EXTERNAL SERVICES PROVIDER | 1 | 5 of 5 | |

7.0 Forms and Records


Punch Lists
 Monthly Progress/Accomplishment Report
 Contractor's Performance Evaluation
 Ulat sa Pag Inspeksyon
 Maintenance Job Request
 Service Reports
 Work Order / Local Purchase Order
 Certificate of Completion / Acceptance

8.0 Attachment

Sample Forms

| Rev. No. | Affected pages/ section | Revision History |
|----------|-------------------------|---|
| 0 | - | New version of PNOC QMS; to include PNOC Energy Supply Base and PNOC Industrial Park. |
| 1 | Page 1 to 5 All | Updated position title based on the new TO; add form generated in the process Change of effectivity date |

| Prepared by | Reviewed by | Approved by |
|---|--|--|
|  R. C. Guevarra Process Owner |  L. G. G. Calaor Department Manager - Administrative Services |  Atty. G.M. Barleta SVP Energy Business |

| | | | |
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| | TRANSPORT SERVICES | 1 | 1 of 8 |

1.0 Objective

To provide guidelines for efficient management of the vehicles and ensure that PNOC employees will be provided with transportation in a reliable and timely manner.

2.0 Scope

This procedure covers management of company vehicles and trips, tips for safe transportation, monitoring and preventive maintenance.

3.0 References


4.0 Definitions and Abbreviations

SVP EB – Senior Vice President for Energy Business

5.0 Policies and Guidelines

5.1 Transportation

- 5.1.1 Personnel are shuttled from defined pick up points to the office and back to defined drop off points.
- 5.1.2 Pick up time shall be pre-arranged. Changes in schedules and pick up/drop off points shall be properly communicated before implementation.
- 5.1.3 Only company drivers and authorized drivers with valid driver's license shall be allowed to drive company vehicles.
- 5.1.4 Personnel to whom the vehicle was issued shall be responsible for ensuring safety and upkeep of the vehicle.
- 5.1.5 For the vehicles in the motor pool, proper clearance from Administrative Officer III (Transportation and Communication Section) shall be secured before driving a company vehicle.
- 5.1.6 All official travels should be covered by approved trip tickets.
- 5.1.7 After the out of town travel, a Certificate of Travel Completed should be accomplished.

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5.1.8 Traffic Rules

- 5.1.8.1 Drivers under the influence of liquor, narcotics, and other sleep-inducing drugs shall not be allowed to drive.
- 5.1.8.2 Traffic signs, rules, and regulations shall be strictly followed.

5.1.9 Safety gadgets

- 5.1.9.1 Always buckle up even on short trips.
- 5.1.9.2 Keep an early warning device and emergency tools in the vehicle.

5.1.10 Safe Driving and Riding

- 5.1.10.1 Always observe the prescribed speed limit on the road.
- 5.1.10.2 Always keep on the right lane when driving in a two-lane roadway.
- 5.1.10.3 Never attempt to go against the traffic route in a one-way road.
- 5.1.10.4 Never overtake vehicles along the curves.
- 5.1.10.5 Use caution when overtaking trucks with heavy loads.
- 5.1.10.6 Never use vehicles with defective brakes, highlight steering, stoplight, mirrors, and horns.
- 5.1.10.7 Never allow persons to ride on step boards, tailboards, or on top of the vehicles.
- 5.1.10.8 Always yield to loaded vehicles in intersection and curves.
- 5.1.10.9 Use vehicles signal lights properly.
- 5.1.10.10 Always heed to traffic signs.
- 5.1.10.11 Observe proper parking of vehicles in designated parking areas.
- 5.1.10.12 Know the vertical clearance of your cargo before passing under conveyer frames or any suspended structures.
- 5.1.10.13 Clear your rear first before moving the vehicles in reverse direction.
- 5.1.10.14 Always observe national and local traffic laws and ordinances.
- 5.1.10.15 Avoid using cellular phones while driving. If necessary, pull over to the side of the road to receive important calls and texts.
- 5.1.10.16 Keep calm. Report any incident to your superior.

5.1.11 Fuel conservation

- 5.1.11.1 All usage of company vehicles must be covered with a duly approved Vehicle Trip Ticket.



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5.1.11.2 Request for vehicles must be filed in advance so that schedule and itinerary of trips can be planned. Trips coming from and/or going to similar destinations can be pooled together.

5.1.11.3 Unnecessary trips must be avoided.

5.1.11.4 Unnecessary idling must be avoided. Engine not in use must be turned off.

5.2 Maintenance

5.2.1 Conduct a thorough inspection of vehicles at least once a week. Use the Vehicle Condition Checklist.

5.2.2 Conduct a routine inspection of the vehicle before use and whenever there are noted abnormalities.


5.2.3 Ensure regular check-up and maintenance of all company vehicles to guarantee safety, optimize fuel efficiency, and assure clean air emission.

5.3 Monitoring and Evaluation

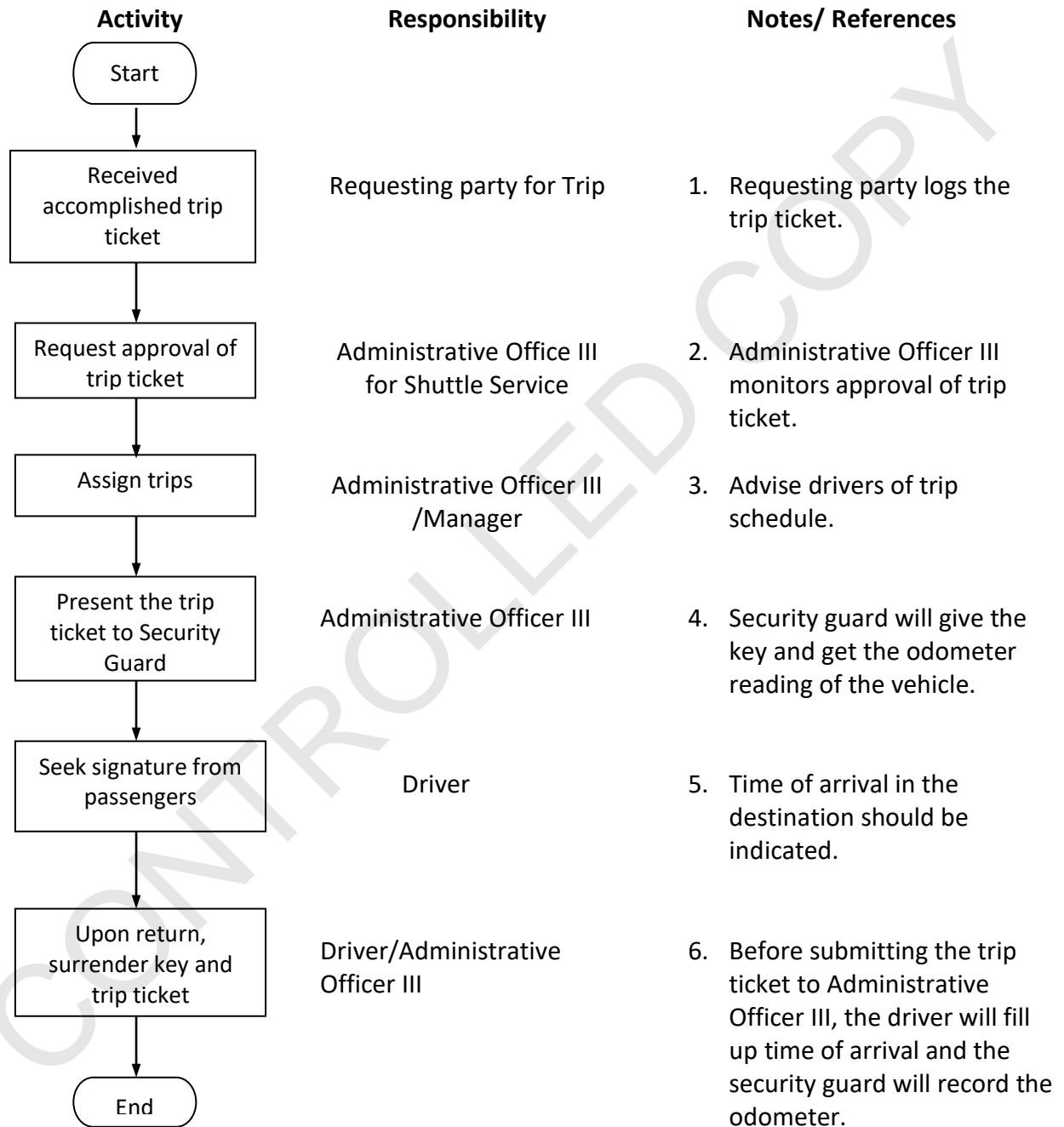
5.3.1 Mileage reading is taken whenever a company vehicle has a scheduled trip.


5.3.2 Summary Report of Vehicle Trips is prepared monthly by the driver and submitted to the Administrative Officer III (Transportation and Communication Section).

5.3.3 Passengers to submit after every trip an evaluation of the driver's performance during the trip.

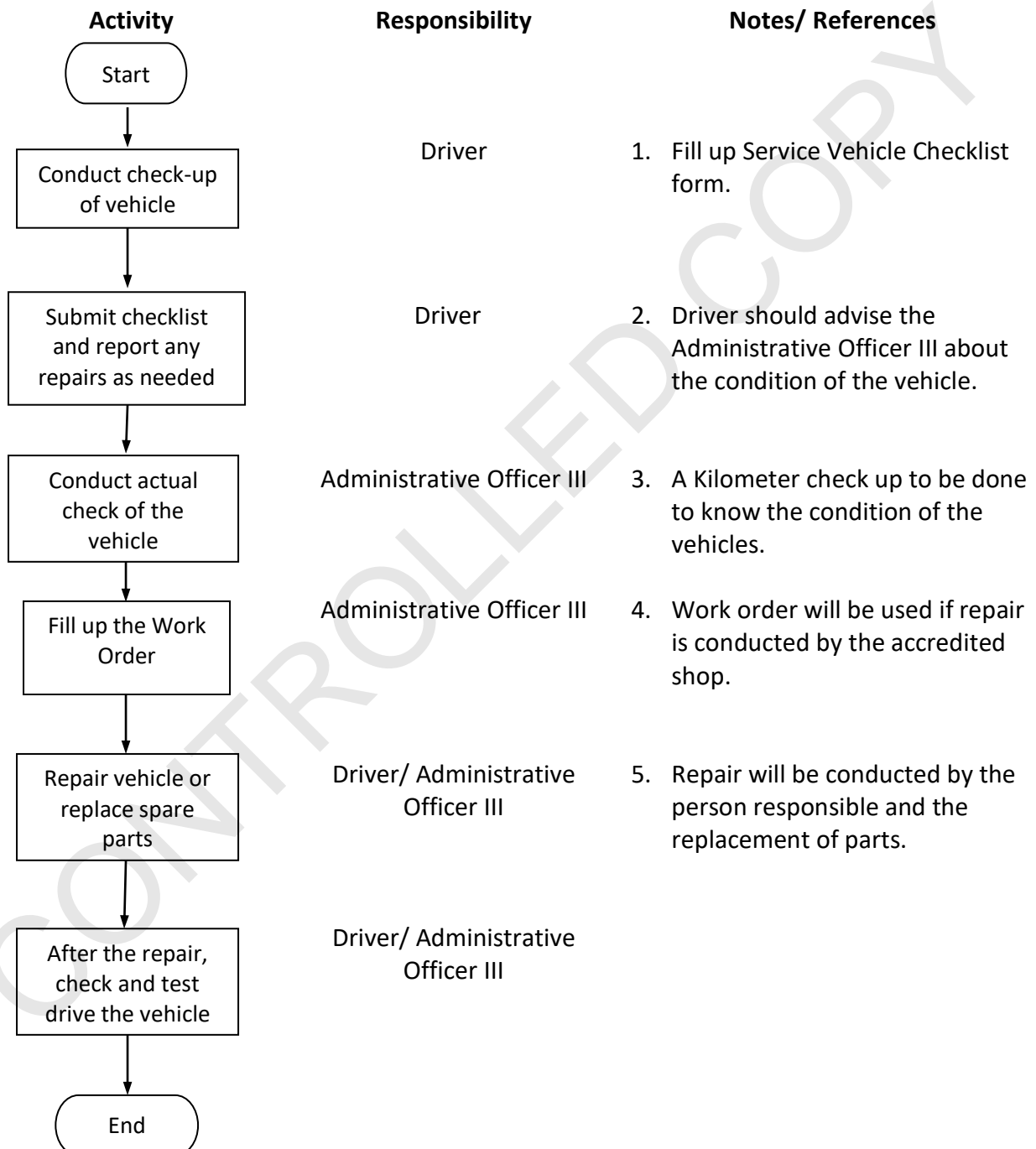
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6.0 Transportation



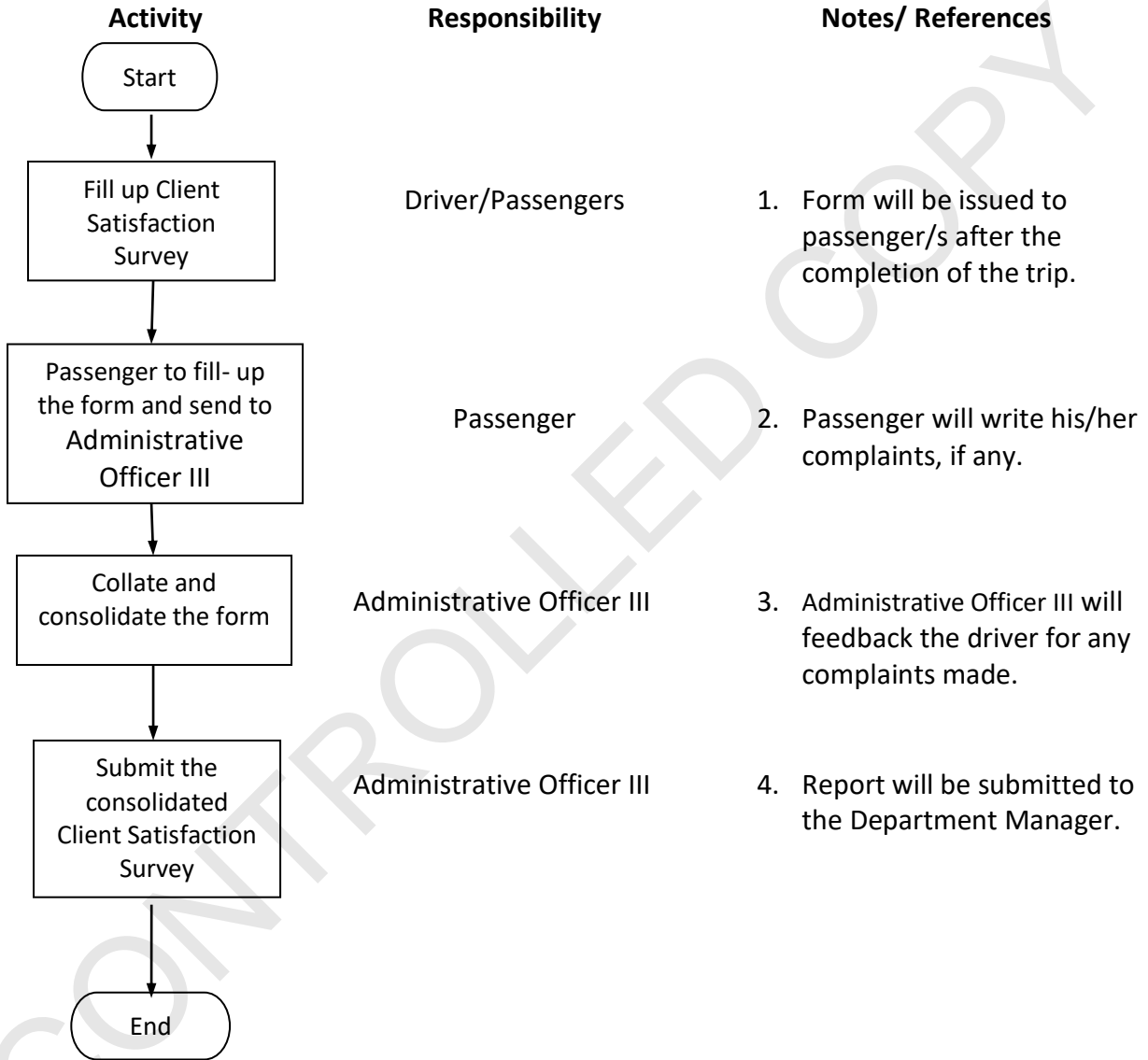
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7.0 Maintenance



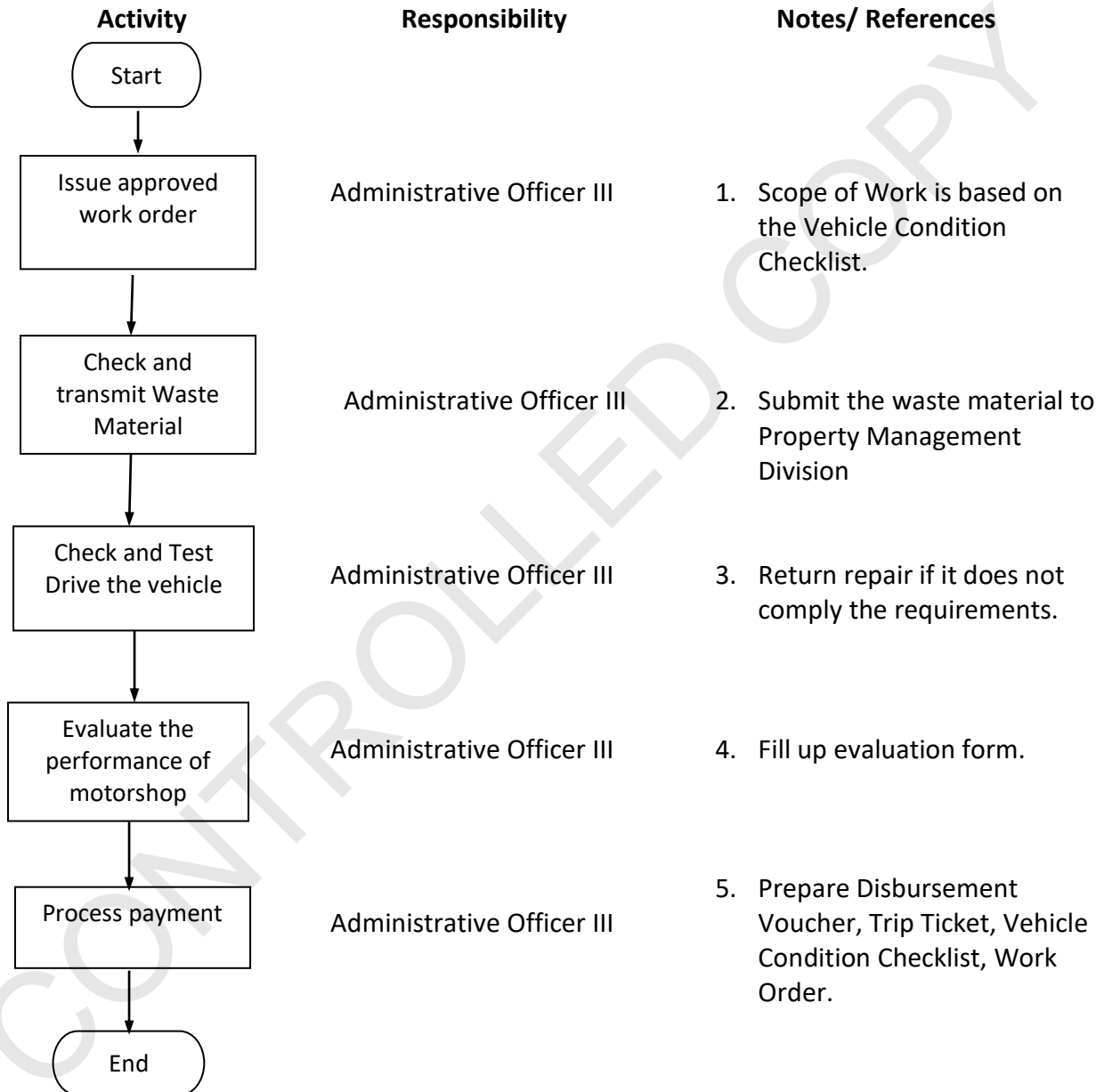
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8.0 Performance Evaluation- Driver



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9.0 Repair of Vehicles



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10.0 Records and Files Generated

- Trip Ticket
- Client Satisfaction Survey
- Vehicle Condition Checklist
- Motorshop Performance Evaluation
- Vehicle Annual Maintenance
- Company Vehicle Odometer Reading
- PNOC Company Vehicles
- Purchase Requisition
- Work Order

11.0 Attachments

- Clients Satisfaction Survey Forms

| Rev. No. | Affected pages/ section | Revision History |
|----------|-------------------------|---|
| 0 | - | New version of PNOC QMS; to include PNOC Energy Supply Base and PNOC Industrial Park. |
| 1 | Page 1 to 8 All | Updated position title based on the new TO; add Records and Files Generated Change of effectivity date |

| Prepared by | Reviewed by | Approved by |
|--|--|--|
|  S. M. Valerio Process Owner |  L. G. G. Calaor Department Manager - Administrative Services |  Atty. G. M. Barleta SVP Energy Business |



PHILIPPINE NATIONAL OIL COMPANY

Energy Center, BGC, Taguig City

CLIENT SATISFACTION SURVEY FORM

Transport Services

GSD 07F1

Passenger Name & Signature : _____

Date of Trip: _____

Destination: _____

Name of Driver: _____

We would like to request your assessment on the service of the driver.

This is to improve the quality of services.

Thank you.

Please check how satisfied you are with the service of the driver.

Quality

Timeliness

5- Very Satisfied

5-Morethan 10 minutes early

4-Satisfied

4-10 minutes early

3-Neutral

3-On time

2-Unsatisfied

2-5 to 10 minutes late

1-Very Unsatisfied

1-More than 10 minutes late

Comments / Recommendations:



Vehicle Condition Checklist
 GSD- 07F2

Vehicle Plate No.: _____

Date : _____

Driver _____

| | 1st week | 2nd week | 3rd week | 4th week | Remarks |
|---------------------------|----------|----------|----------|----------|---------|
| ENGINE LUBRICATION | | | | | |
| Oil level | | | | | |
| Oil condition | | | | | |
| Oil filler Cap | | | | | |
| Oil pressure gauge | | | | | |
| ENGINE COOLING | | | | | |
| Radiator cap | | | | | |
| Coolant | | | | | |
| Radiator fins/tube | | | | | |
| Fan belts | | | | | |
| Fan blade | | | | | |
| Hose clamps | | | | | |
| Water pump | | | | | |
| Temp. gauge | | | | | |
| FUEL SYSTEM | | | | | |
| Air cleaner | | | | | |
| Tank cap | | | | | |
| Fuel tank | | | | | |
| Fuel filter | | | | | |
| Fuel gauge | | | | | |
| Accelerator pedal pad | | | | | |
| ENGINE ELECTRICAL | | | | | |
| Battery solution | | | | | |
| Cover / plugs | | | | | |
| Bracket / Holder | | | | | |
| Cable post | | | | | |
| Charging system | | | | | |
| Tail light | | | | | |
| Signal light | | | | | |
| Brake light | | | | | |
| Park light | | | | | |
| Dome light | | | | | |
| Pannel board | | | | | |
| BRAKE SYSTEM | | | | | |
| Brake fluid | | | | | |
| Brake pedal free play | | | | | |
| Brake operation | | | | | |
| Brake pedal pad | | | | | |
| Parking brake | | | | | |
| CLUTCH OPERATION | | | | | |
| Clutch fluid | | | | | |
| Clutch pedal free play | | | | | |
| Clutch operation | | | | | |
| Clutch pad | | | | | |
| Release bearing | | | | | |
| STEERING SYSTEM | | | | | |
| Steering wheel play | | | | | |
| Power fluid | | | | | |
| Steering box / column | | | | | |
| Control arm | | | | | |

Legend :

- | | | |
|-------------|---------------|------------|
| A Ok | F Correct | K knocking |
| B dirty | G incorrect | L deformed |
| C missing | H noisy | M weak |
| D defective | I leak | N low |
| E rusty | J lubrication | O loose |

Prepared by : _____
 Driver

Noted by: _____
 Motorpool Supervisor/Division Chief



Motorshop Performance Evaluation Form
GSD 07F3

Motorshop name : _____ Date : _____

Repair work: _____

Vehicle plate no. _____

| Service/Output | RATINGS | | |
|-----------------------------|---------|------------|------------|
| | Quality | Efficiency | Timeliness |
| Availability of Spare parts | | | |
| Quality of work | | | |
| Attention/Responsiveness | | | |
| Cleanliness | | | |
| Customer service | | | |
| | | | |
| | | | |
| | | | |

Legend:

| | Quality | Efficiency | Timeliness |
|------------------|---------|------------|------------|
| Very Satisfied | 5 | 5 | 5 |
| Satisfied | 4 | 4 | 4 |
| Neutral | 3 | 3 | 3 |
| Unsatisfied | 2 | 2 | 2 |
| Very Unsatisfied | 1 | 1 | 1 |

Final Rating/Comments :

Conducted by:

Motorpool Supervisor

Reviewed by:

GSD-Division Chief



Motorshop Performance Evaluation Form
GSD 07F3

Motorshop name : _____ Date : _____

Repair work: _____

Vehicle plate no. _____

| Service/Output | RATINGS | | |
|-----------------------------|---------|------------|------------|
| | Quality | Efficiency | Timeliness |
| Availability of Spare parts | | | |
| Quality of work | | | |
| Attention/Responsiveness | | | |
| Cleanliness | | | |
| Customer service | | | |
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| | | | |

Legend:

| | Quality | Efficiency | Timeliness |
|------------------|---------|------------|------------|
| Very Satisfied | 5 | 5 | 5 |
| Satisfied | 4 | 4 | 4 |
| Neutral | 3 | 3 | 3 |
| Unsatisfied | 2 | 2 | 2 |
| Very Unsatisfied | 1 | 1 | 1 |


Final Rating/Comments :

Conducted by:

Motorpool Supervisor

Reviewed by:

GSD-Division Chief

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| OUTSOURCING OF CONTRACTED SERVICES | | 1 | 1 of 7 | |


1.0 Objective

PNOC engages the services of external provider in order for the company to focus in doing its core functions and employ other organizations who are expert and experienced in the fields. This is will be able to increase the productivity, financial flexibility and the transfer the risk in managing human resources.

2.0 Scope

The contracted services are necessary in the operation of the building and facilities maintenance, communication and transport services, and the records management in order for the company to operate efficiently and effectively. Below is the list of services needed to be contracted out.

- A. Building and facilities maintenance,
 - A.1. Security
 - A.2. Janitorial
 - A.3. Pest Control
 - A.4. Drinking Water
 - A.5. Skilled Maintenance Services
 - Aircon Technicians
 - Electricians
 - Plumbers
 - Carpenters
 - Electrical/Civil Engineer
 - Utility
 - A.6. Elevator System
 - A.7. Airconditioning System
 - A.8. Fire Protection System
 - A.9. Replacement/Repair/rehabilitation of a building system/facility
- B. Transportation Services
 - B.1. Fuel of company vehicles (Service Station)
 - B.2. Repair of company vehicles
- B. Records Management
 - B.1. Photocopying services
 - B.2. Messengerial services

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3.0 References


Annual Workplans
Term of Reference
Work Order
Annual Procurement Plan
Division Performance Commitment Report
RA 9184 - Government Procurement Reform Act

4.0 Definitions and Abbreviations

| | | |
|-----|---|----------------------------------|
| ABC | – | Approved Budget for the Contract |
| APP | – | Annual Procurement Plan |
| PR | – | Purchase Requisition |
| PCM | – | Procurement Management Division |
| TOR | – | Terms of Reference |
| WOR | – | Work Order Requisition |


5.0 Policies and Guidelines

- 5.1 As a general rule, all contracted services shall be conducted through public bidding and the role of General Services Division is to prepare all necessary documentations required in the public bidding to be conducted by the Procurement Management Division.
- 5.2 A Term of Reference and Work Order shall be prepared with complete details of the services including but not limited to the number of manpower, list of supplies and equipment needed, work schedule, complete specification of machines, if needed. The ABC should also be indicated in the work order. The basis of the ABC is the current contract price of the services or if not available a telephone canvass should be conducted to determine the prevailing price plus inflation rate issued by the Budget Division.
- 5.3 The approving authority of the Work Order is based on the Approval Manual issued by the Company.
- 5.4 The submission of the Work Order and Terms of Reference to the Procurement Management Division is based on the commitment of each section as indicated in the Division Performance Commitment Report (DPCR).

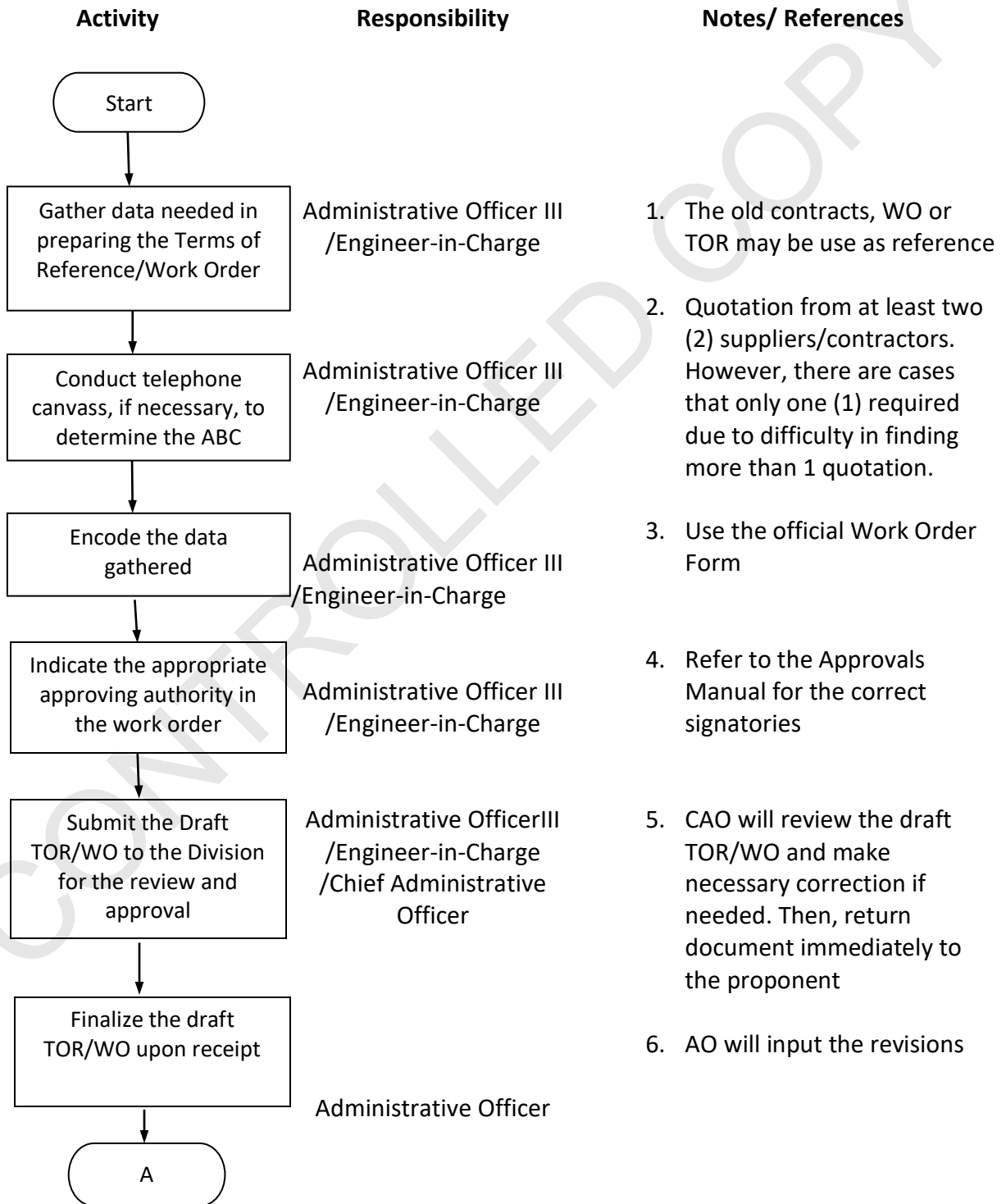
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- 5.5 Technical evaluation of the lowest bidder should be conducted by the proponent of the project. The bidder must comply all the requirements written in the term of reference and/or work order.
- 5.6 Prior to the implementation, a meeting should be made with the winning contractor to discuss the timeline, mobilization, scope of work and other important matters to ensure the smooth transition and start of the project.

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6.0 Details



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6.0 Details

| Activity | Responsibility | Notes/Reference |
|---|--|--|
| <p>A</p> <p>Route the TOR/WO to the Authorized Signatories</p> | Administrative Officer III /Engineer-in-Charge | 7. Use the logbook or Routing slip to monitor the movement of the document. |
| <p>Once approved, submit the documents to Procurement Management Division</p> | Administrative Officer III /Engineer-in-Charge | 8. File the receiving copy for future reference. Wait for the result of the bidding process |
| <p>After the public bidding, conduct a technical evaluation of the lowest complying bid</p> | Administrative Officer III/ Engineer-in-Charge/ Chief Administrative Officer | 9. GSD will receive a memorandum from Procurement requesting for technical evaluation. |
| <p>Prepare a memorandum and submit the technical evaluation to the Procurement</p> | Administrative Officer III /Engineer-in-Charge | 10. The memorandum will state if the bid is complying or non-complying based on the technical evaluation |
| <p>Review draft contract of the services/project</p> <p>B</p> | Chief Administrative Officer | 11. Check if the provisions in contract are in accordance with TOR/WO |

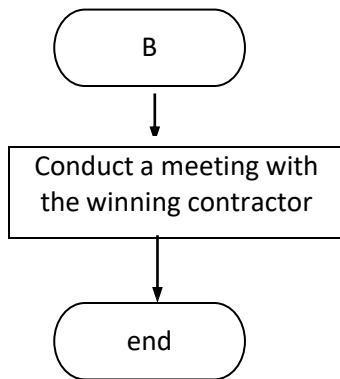
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6.0 Details

Activity

Responsibility


Notes/Reference



Chief Administrative Office

12. The Procurement will set a meeting to discuss the timeline, mobilization, other matters related to the project.

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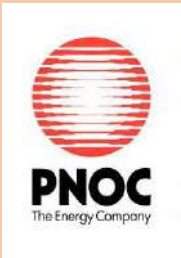
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7.0 Records and Files Generated

Terms of Reference
 Work Order
 Memorandum
 Contract
 Routing Slip/Logbook

| Rev. No. | Affected pages/ section | Revision History |
|----------|-------------------------|---|
| 0 | - | New version of PNOC QMS; to include PNOC Energy Supply Base and PNOC Industrial Park. |
| 1 | Page 1 to 8 All | Updated the Position title based on the new TO Change of effectivity date |

| Prepared by | Reviewed by | Approved by |
|---|--|---|
|   J. R. Baguio/R.G. Guevarra |  L. G. G. Calaor |  Atty. G. M. Barleta |
| Process Owner | Department Manager - Administrative Services | SVP Energy Business |

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| Buildings and Facilities Security Procedure | | 1 | 1 of 15 | |

1.0 Objective

To establish the fundamental security operational guidelines of the company to protect the employees, office premises, buildings and facilities. Enforcement of security rules and regulations in order to achieve a safe and secure work environment.

2.0 Scope

Perform a wide range of security to all specified office premises, buildings and facilities twenty-four hours a day every day, seven (7) days a week, every week of every month for the full duration of the contract period. Duties which shall include not limited to:

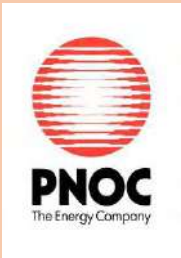
- Pedestrian and vehicular access control
- Visitor reception
- Inspection and verification of Identity Cards
- Inspection and verification of Gate Passes
- Vehicle and personal searches
- Security patrols
- Response to emergency incidents (fire, intruder, accident, etc.)
- Gatehouse administration
- Incident Reporting

3.0 References

- RA 9184
- RA 5487

4.0 Definition of Terms


- VIP- Very Important Person
- CEO-Chief Executive Officer
- SVP FAS-Senior Vice President-Finance and Administrative Services
- PNP-Philippine National Police
- GSD-General Services Division
- FEE-Furniture, fixture and equipment
- USG-Unified Security Group
- PABX-Private Automatic Branch Exchange
- AHU-Air Handling Unit
- BMS-Building Maintenance System
- PRM-Property Management Division

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5.0 Policies and Guidelines


MAJOR POLICIES

1. The functional authority over security is vested with the Senior Vice President - Financial and Administrative Services (SVP-FAS), who shall exercise it thru the Administrative Services Department. The SVP-FAS shall report to the President/CEO of the Company on matters relating to security.
2. The Administrative Services Department shall be consulted on any major company operation or activity that would involve security such as but not limited to company social activities, VIP movement, hosted international events; security of structures and facilities or properties; subsidiary companies' security concerns; and other security-related matters.
3. Security is a critical management area. It should receive the full involvement and support of management and personnel of the Company.
4. As determined by Management, the Administrative Services Department shall be responsible for the security of all company properties in Metro Manila.
5. The Asset Management Department, on the other hand shall be responsible for the security of company properties, outside of Metro Manila.
6. The Property Management Division (PRM) shall be responsible for the assignment and tracking the movement of company furniture, fixtures and equipment.
7. The Company may coordinate security issues and concerns of all of its subsidiary companies. The President or the SVP-FAS, may call on the subsidiary companies to review/discuss matters on security affecting the subsidiary company which may directly or indirectly, affect the mother company.
8. Upon instruction of the Management, the PNOC may participate in joint efforts to protect assets and resources owned by different agencies/offices in the Energy Sector.
9. Management may review/revise security agreements for its Metro Manila and provincial properties to ensure responsiveness to its needs and prevailing good practices

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SECURITY AGENCY SERVICE POLICIES

1. The Company will avail of the services of a qualified security agency to provide security and protection. Where only one security agency will provide security services for Metro Manila properties, the security agency shall ensure that the operation and security protocols are clearly defined between Metro Manila and provincial security services detachments.
2. For better control and coordination, only one agency shall provide security services for properties in Metro Manila and one agency shall also provide security services for properties outside Metro Manila.
3. Procurement of services intended for or related to security shall be governed by the Procurement Law, RA 9184, and its Implementing Rules and Regulations.
4. The hired security agency must comply with the provisions of RA 5487, the law regulating the organization and operation of private security guard agencies.
5. All security personnel deployed by the Security Agency should understand and implement the (1) General Orders (Annex B); (2) Code of Conduct of a Security Guard (Annex C); and (3) Code of Ethics (Annex D). The Company shall only issue orders and/or instructions to security guards consistent with the foregoing.
6. The security contractor shall comply with all the provisions of the contract for security services signed by the Security Agency with PNOC, particularly on matters pertaining to the following:
 - 6.1. Qualifications
 - 6.2. Other Services Procedure
 - 6.3. Warranties
 - 6.4. Work Guarantee and other Assurances
 - 6.5. Indemnification
 - 6.6. Liability on Loss
7. A security plan detailing the size and composition of the guards, their deployment schedules, equipment and other related matters for security and protection of building/facility shall be submitted by the security agency.

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8. The security agency shall be required to organize and train their personnel to address all matters relating to the following areas:

- 8.1 Fire
- 8.2 Natural calamities (e.g. earthquake, typhoon,)
- 8.3 Bomb threats
- 8.4 Hostage taking
- 8.5 Accidents
- 8.6 Other threats/emergencies

BUILDING / FACILITIES SECURITY


Building Policies

1. As a general rule, the Company shall provide security guards twenty four (24) hours a day, seven (7) days a week to secure the PNOC building, facilities and premises. Where applicable, the company may increase or decrease the security assignment/coverage, based on the assessments of its actual needs.
2. Tenants of PNOC-owned buildings are required to avail of the services of the security agency currently assigned to the building.
3. All building occupants shall comply with security and safety rules and regulations promulgated by PNOC.
4. The Administrative Services Department – GSD shall issue guidelines and advisories to employees and/or tenants on matters regarding security and safety.


BUILDING POLICIES OPERATIONAL PROCEDURE

A. Personnel

1. All employees are required to properly wear the Company ID upon entering the PNOC premises. Visitors, guest and contracted services personnel shall also be required to wear visitor's ID issued by the Company.

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2. PNOC may refuse entry to any person beyond office hours, unless the person is authorized by PNOC or by a building tenant/s. Such authorization must be presented upon request by security personnel.
3. No firearms shall be allowed inside the building. Firearms must be deposited at the Main Lobby reception desk.
4. No visitor will be allowed entry or access to work areas or offices without prior clearances from the employee or person to be visited. The guard will notify the employees of the presence of the visitor and will get the verification from the employee before allowing the visitor to enter.
5. A dress code will be observed within the office premises. Visitors are expected to be in proper attire (e.g. No slippers, sando or undershirt). A visitor or guest not in proper attire will not be allowed entry into the office or work area. Instead, the employee or person to be visited will be asked to meet the visitor in the lounge or lobby.
6. As a general rule, visitors or guests are not allowed to take photographs of the interior of the building and other sensitive areas (e.g. powerhouse, PDS, etc.) outside the building. Request to photograph the building interior /exterior may be approved on a case-to-case basis.
7. Walk-in or ambulant vending in the building is not allowed.
8. Persons under the influence of liquor or drugs will be denied entry.
9. Persons caught doing criminal or harmful acts shall be detained by security for eventual turnover to police authorities.
10. The security personnel may be tasked by PNOC to enforce company rules and regulations not directly related to security, such as, among others, smoking ban, wearing of uniforms and other similar regulations.
11. In case of theft or burglary, the following must be undertaken:
 - 11.1. The incident must be reported immediately to Security in writing, complete with all the details and circumstance surrounding the incident. The complainant must personally file the report. Complaints coming from other parties will be unacceptable;

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11.2. If possible, do not touch the scene of the incident. Security shall inspect and gather information and evidence for investigation. After investigation has been conducted results of findings and recommendations shall be reported;

11.3. An incident report must be filed;

11.4. If case is beyond capability of security, this will be referred to the police authorities;

11.5. The administrative Services Department shall evaluate and act on the recommendations.

12. In case of damage or destruction to company property, the following must be undertaken:

12.1 The incident must be reported immediately by or to security;

12.2 Security must conduct investigation and document the incident. It shall determine whether the incident is caused by accident or criminal intent;


12.3 Based on findings, recommend course of action to be taken, example but not limited to:

- Charge cost of damage to offending party and collect payment;
- File appropriate criminal charges;
- Charge to insurance or write-off.

12.4 The Administrative Services Department shall evaluate and act on the recommendations.

B. Equipment / FFE

1. For purposes of effective and proper control of outgoing furniture, fixtures and equipment, the offices concerned shall request Property Management Division (PRM) of the Administrative Services Department for the issuance of a Gate Pass (Annex F) prior to the movement of the FFE.
2. All furniture, fixture and equipment of other offices (building tenants) being brought in or out of the building should be supported by a Gate Pass from the concerned office. In the absence of a gate pass the FFE will not be allowed to be taken out.

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3. Packages, parcels, mails and other items delivered to the building shall first be inspected (visual, physical inspection) by security before sending to the mailing room or directly to the addressee. Contraband goods may be seized and reported to concerned authorities for disposition.
4. Security personnel shall coordinate with the maintenance personnel regarding status of equipment or facilities that may need to be fixed or repaired.
5. Hazardous materials like explosives, toxic chemicals are prohibited entry to the building.


C. Restricted Areas

1. Restricted areas of the building, such as PABX room, AHU room, BMS room, Cashier room, and others shall be off-limits to unauthorized persons.
2. Fire exits should always remain closed and locked from the inside
3. Entrance doors at the lobby area leading to the office/work area should be closed after office hours. Security guards should conduct a joint inspection of the area with other service personnel like janitorial or maintenance, before closing the entrance. A joint inspection should also be conducted when opening the doors the following morning.
4. Loitering in the building is not allowed

OFFICE WORK AREA

For employees, tenants or other personnel working in the building, the following guidelines should be observed.

1. Refrain from keeping cash, jewelry and other valuable items in table drawers or cabinets. Ensure that drawers or cabinets are locked when leaving.
2. Do not leave important items, documents or papers on top of the table. Secure or keep them properly
3. Report to security any suspicious material or items found in the room. Do not touch the item.

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4. Turn-off all electrical equipment, appliances before leaving the office, if possible, or preferably unplug it.


GATE CONTROL

A. Employee Vehicles

- 1) Entry shall be thru the main gate. Entry may be allowed by recognition. If the vehicle is tinted, the driver must roll down the vehicle's window.
- 2) Vehicle must be registered and bear recognition marks (e. g.: decal) issued by the Company or by the Unified Security Group (USG) of the Energy Center.
- 3) Observe or obey instructions being carried out by the guards on the particular time of entry. Instructions depend on actual situation at a given time.
- 4) Speed limit of 20 kms/hr. within the compound should be observed.

B. Private Vehicles

- 1) Entry shall be thru the main gate. Guards to issue Gate Pass upon entry.
- 2) For expected guests or VIPs, security should be informed in advance to expedite their entry. The information should include the name and designation of guest and description of vehicle (model, plate number), date and expected time of arrival.
- 3) For other private vehicles or utility vehicles (e. g., taxi), driver must roll down window. The driver shall be required to declare purpose of the visit, and whom to visit. Security shall verify or confirm.
- 4) Vehicle trunk must be opened for inspection. The vehicle under chassis will also be inspected using a mirror.
- 5) The driver shall be required to surrender his driver's license to the security guard. The guard will issue the vehicle pass.
- 6) The security will guide/assist driver where to park.

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7) Upon exit, driver shall return the gate pass and reclaim driver's license.

C. Delivery or Cargo Vehicles

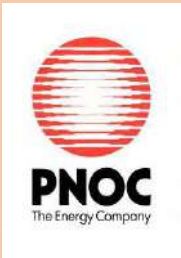
- 1) Entry should be thru the main gate only.
- 2) Cargo door must be opened for inspection. Roll down windows. Under chassis inspection.
- 3) Driver to present delivery receipt/invoice or other documents pertaining to delivery or cargo.
- 4) Driver to surrender driver's license. Helpers or other riders must show proof of identity. Guard to log vehicle and passengers.
- 5) Parking in building basement is not allowed
- 6) Upon exit, driver to present gate pass issued by the company or tenant for FFE being pulled out. Security to check and verify. Inspect cargo compartment
- 7) Driver to surrender vehicle gate pass and reclaim driver's license.

D. Company Vehicle

- 1) Drivers must present signed trip ticket to basement guard prior to departure.
- 2) Security guard to fill in necessary info on trip ticket.
- 3) Security guard to conduct walk-around inspection of vehicle prior to departure.
- 4) Upon return of vehicle, security guard to conduct walk-around inspection to note possible damages. Guard to complete information detailed in the trip ticket or appropriate logbook.

E. PEDESTRIAN

- 1) Employees or tenants must wear their IDs when entering the gate.
- 2) For visitors or guests, security verifies a valid ID (driver's license, GSIS, SSS, etc.)

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- 3) Check bags and other materials being brought inside the building.
- 4) Log – in at Guard’s Logbook.
- 5) Security to call/inform person to be visited. Security to issue pedestrian gate pass.
- 6) Upon exit, visitor to return gate pass and reclaim valid ID.


PARKING AREAS

- 1) Only authorized vehicles shall be allowed to park at designated and reserved parking areas.
- 2) No service or delivery vehicle shall be allowed to park in the building basement parking area or at the elevated parking area of the building.
- 3) In case of double parking, driver/owner must leave the vehicle key with the security guard. It shall be the responsibility of the driver/owner to move his doubled park vehicle when needed.
- 4) Security to inspect externally and log all parking vehicles.
- 5) Damages to vehicle found upon inspection should be reported in an “Incident Report” to be submitted to the Administrative Services Department – GSD.

GUIDELINES FOR EXECUTIVE PROTECTION

The following guidelines are designed to assist the key personnel of the company, like the Chairman, President/CEO, Directors, and other top executives in enhancing their personnel security in case of potential threats.

1. Avoid establishing a routine when reporting for work. This includes time and routes to be taken. Uncertainty will complicate or spoil a potential attacker.
2. The above also applies when leaving the office.
3. If possible, use different vehicles throughout the week.

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4. Hire a driver who could double up as a bodyguard.
5. Avoid deserted or poorly lit parking areas.
6. Allow space between cars for room to maneuver.
7. Check the inside of the vehicle before entering.
8. Avoid broadcasting your planned activities and schedules.
9. Ensure that your residence is also secured.
10. While inside the building, a security will be provided to escort an Executive to his/her office or place of meeting.

EVENT SECURITY

The Company shall provide security when hosting an event where local or foreign delegates, guests, or visitors are participating.

GUIDELINES

1. Determine the security requirements of the event based on the following:
 - 1.1 Nature and purpose of the event
 - 1.2 Venues and schedules of the event
 - 1.3 Programs/activities of the event
 - 1.4 Participants
 - 1.5 Transportation arrangement
2. Undertake scouting activities of the venues prior to the event (based on action plan by security).
3. Prepare the security plans which must include the following, among others:
 - 3.1 Command system
 - 3.2 Command Post
 - 3.3 Communication requirements
 - 3.4 Guard force deployment

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- 3.5 Logistic requirements
- 3.6 Personnel identification
- 3.7 Access controls
- 3.8 Vehicle security
- 3.9 VIP protection

4. Coordinate with concerned agencies or offices as necessary, like PNP, NAIA, Car rental, venue administrator, and others

5. Establish working arrangements/coordination with event host/organizer

UNIFIED SECURITY GROUP POLICIES/GUIDELINES

POLICIES

- 1) The defense and protection of the Energy Center rest with the two main owners/occupants, PNOG and DOE. With the creation of the Unified Security Group (USG), the company shall be a member and active participant of the USG.


- 2) The Company shall contribute its share (security guards, supplies/meetings, others) for the operation of the USG.

GUIDELINES

1. The Admin/Security officer of the company shall attend meetings or activities planned or scheduled by the USG and render a regular report to the SVP – FAS.

2. The Admin/Security Officer of the company shall disseminate the operational tasks and procedures promulgated by the USG for eventual implementation, such as gate control, perimeter wall security, pedestrian control, and other security operating procedures under the responsibility of the USG.

3. Observance/Implementation of operating procedures as promulgated by the USG

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EMERGENCY PLANS

Policy

The following have the priorities when an emergency or disaster occurs:

1. Protection of human life
2. Protection of property
3. Restoration and Recovery

Guidelines


The following are the guidelines when an emergency occurs. These guidelines may complement the guidelines and procedures as formulated and issued by the PNOC Disaster Management Committee and the Emergency Response Teams (ERT).

1. BOMB THREAT

- 1.1 All bomb threats must be considered real even if they turn out to be a hoax or joke.
- 1.2 If a bomb threat is made via a telephone call, the person receiving the call should stay calm and get the necessary information from the caller as enumerated in the bomb threat telephone check list (Annex I)
- 1.3 If the location of the bomb is determined, evacuate the area or floor, including the floors above and below it. If necessary evacuate the entire building.
- 1.4 Call the PNP or AFP, EOD or bomb squad and the nearest fire station.
- 1.5 Cordon off the area and conduct search to locate the bomb, but "No touch" rule shall apply.
- 1.6 Await arrival of bomb squad for further action.

2. CIVIL DISTURBANCE (RALLIES, RIOTS, STRIKES)

- 2.1 Immediately close the main gate and all other gates, and buildings' lobbies doors.
- 2.2 Divert vehicular traffic to alternate gate, if available, where no rallyists, demonstrators or strikers are present.

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- 2.3 Mobilize all security personnel present in the property or installation, including that off-duty, to reinforce gate and perimeter defense and serve as crowd control (Quick Reaction Team).
- 2.4 Coordinate with nearest PNP Precinct and BFP station for assistance.
- 2.5 Security officer to coordinate with responsible Company authority to designate spokesman or negotiator.
- 2.6 Arrest any intruder and turnover to the PNP.
- 2.7 Document the events by taking pictures or videos, and record the groups involved including individuals, and their complaints or reasons for staging the incident.
- 2.8 Alert status will remain until the crowd or mob completely disperses or when an all clear signal is given.

3. FIRE


- 3.1 Execute action plans or procedures as members of Fire Brigade or Fire Fighting Team.
- 3.2 Provide pedestrian/crowd and vehicular traffic control to minimize chaos, prevent accidents, and facilitate movement of rescue vehicles.
- 3.3 Provide security for the building or installation and premises to deter looting, theft and other untoward acts.
- 3.4 Provide security for the evacuation areas.

4. EARTHQUAKE

- 4.1 Execute action plans or procedures as promulgated by the in-place Emergency Response Team or Disaster Management Committee.
- 4.2 Provide pedestrian/crowd and vehicular traffic control to minimize chaos, prevent accidents, and facilitate movement of rescue vehicles.
- 4.3 Provide security for the building installation and premises
- 4.4 Provide security for the evacuation areas.

6.0 Records and Files Generated


Daily Security Report


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7.0 Attachments

None

| Rev. No. | Affected pages/ section | Revision History |
|----------|-------------------------|---|
| 0 | - | New version of PNOC QMS; to include PNOC Energy Supply Base and PNOC Industrial Park. |
| 1 | Page 1 to 15 All | Updated new department/division title and definition of terms; indicated the Records and File Generated Change of effectivity date |

| Prepared by | Reviewed by | Approved by |
|---|--|--|
|  J. R. Baguio Process Owner |  L. G. G. Calaor Department Manager - Administrative Department |  Atty. G.M. Barleta SVP Energy Business |

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| Records Management-Disposal | | 1 | 1 of 3 | |

1.0 Objective

To ensure that all company records are properly disposed in accordance with the R.A. 9470.

2.0 Scope

This covers all records listed in the approved Records Disposition Schedule that have reached the retention period.

3.0 References


NAP RA 9470
Records Disposition Schedule (RDS)
Authority to Dispose

4.0 Definition of Terms

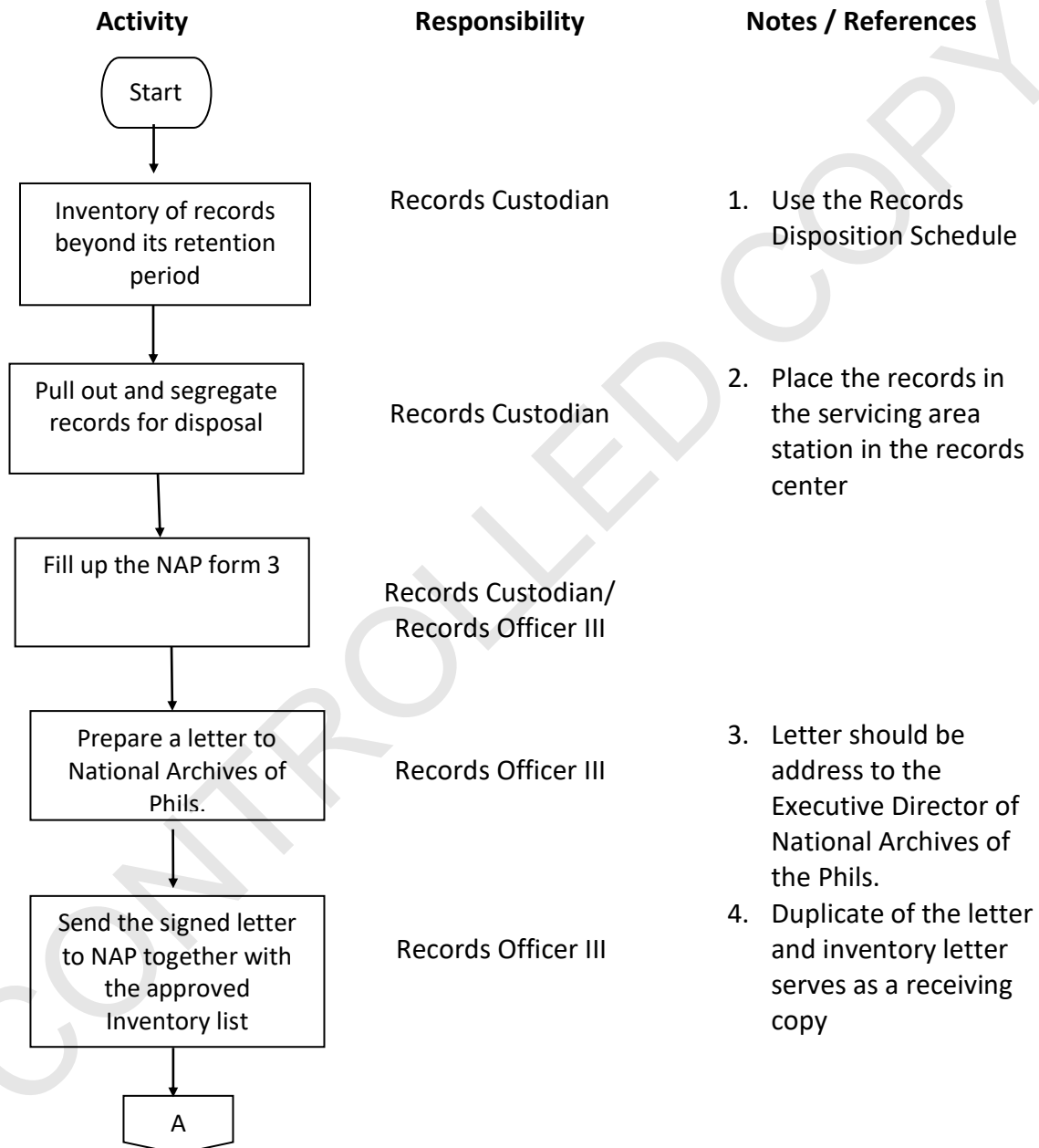
NAP- National Archives of the Philippines
RDS- Records Disposition Schedule


5.0 Policies and Guidelines

1. As a general rule, all records that have reached its retention period must be disposed of except records with pending cases.
2. A yearly inventory of records must be conducted regularly to be able to identify the records for disposal.
3. A formal letter must be sent to the Executive Director of the National Archives of the Philippines to request the authority to dispose records together with the approved NAP form 3.
4. Place the records for disposal at the designated area in the Records Center for inspection by the NAP representative.
5. Once the disposal is approved by NAP, send a letter to NAP to avail of their accredited buyer.
6. Schedule the date of actual disposal and invite the NAP and COA representatives to witness in the actual disposal thru sale. Once the price has been agreed, the accredited buyer will now compute the total proceeds of the records, then pay thru PNOC cashier.

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6.0 Procedure Details




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7.0 Records and Files Generated

NAP Form 3

Letter to the National Archives of the Phils.

| Rev. No. | Affected pages/ section | Revision History |
|----------|-------------------------|--|
| 0 | - | New version of PNOC QMS; to include PNOC Energy Supply Base and PNOC Industrial Park. |
| 1 | Page 1 to 3 All | Updated records and files generated and position title based on the new TO Change of effectivity date |

| Prepared by | Reviewed by | Approved by |
|---|---|--|
|  J.R. Baguio |  L. G. G. Calaor |  Atty. G.M. Barleta |
| Process Owner | Department Manager - Administrative Services | SVP Energy Business |

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| Document Reproduction | | 1 | 1 of 3 | |

1.0 Objective

To provide the employees easy access in reproducing the documents required in the office operations.

2.0 Scope

The reproduction of documents includes the printing, scanning and photocopying. The company rented four (4) photocopying machines and installed in different offices. There is one (1) central machine located in the ground floor of building 6 and it is being network to computers to give access to employees who need to scan, print or photocopy their documents.


3.0 References

Contract

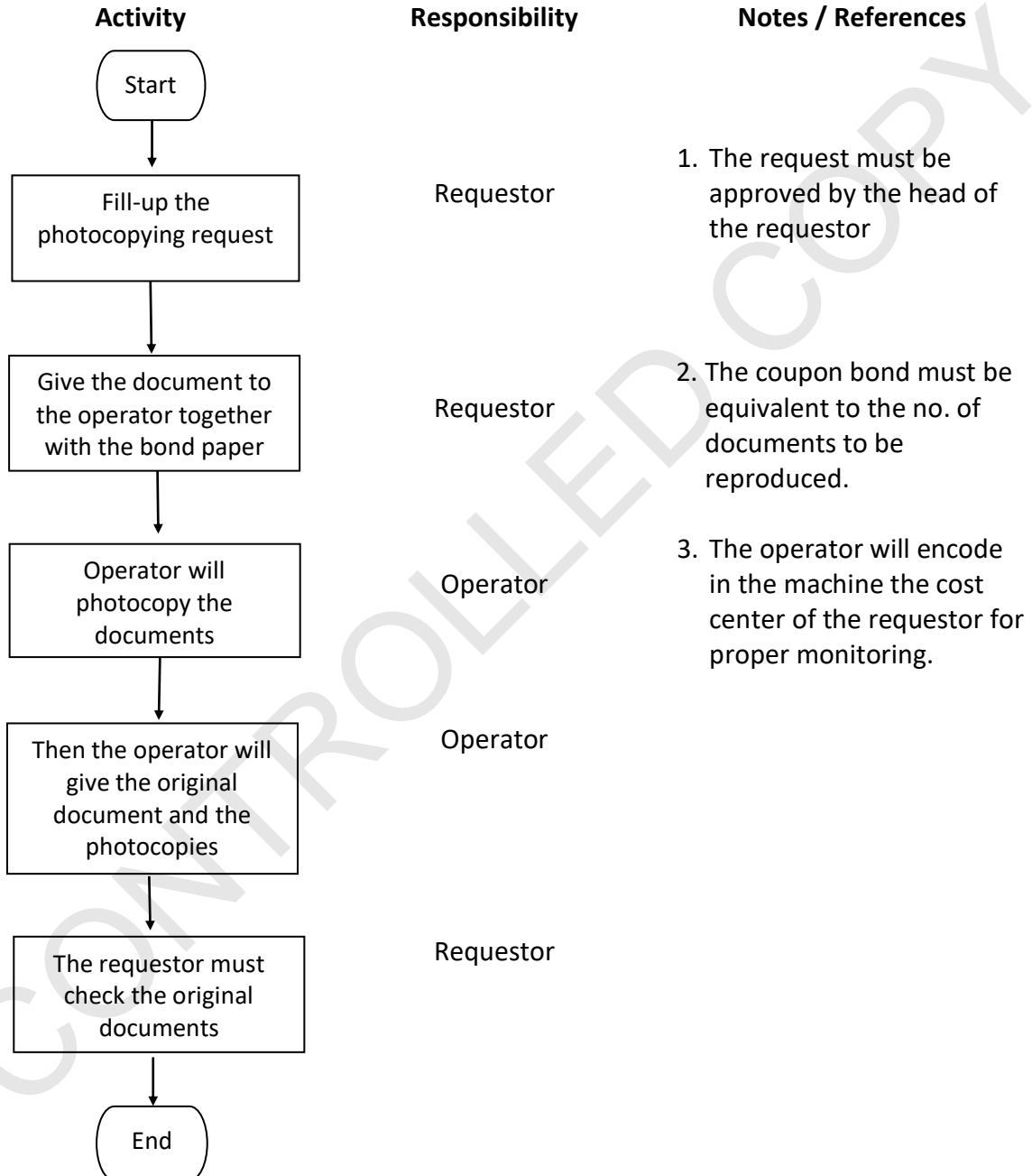
4.0 Definition of Terms


5.0 Policies and Guidelines

1. All requests for document reproduction must accomplish a Photocopying request and must be approved by the head of the division or department. Only documents with approved request shall be photocopied.
2. The requestor shall bring bond paper equivalent to the number pages of the documents to be photocopied. No bond paper/ no photocopy.
3. At the end of each month, the photocopying machine operator or assigned employee shall tabulate all the number of copies run for the whole month and prepare a summary of charges per cost center based on the request form or logbook for other machines. The charges per cost center must be approved by the cost center administrator. The approved summary of charges will then be attached to the disbursement voucher.

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6.0 Procedure Details



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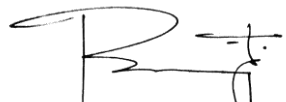
7.0 Records and Files Generated

Photocopying Requests
Summary of Charges

8.0 Attachment

Photocopying Request Form

| Rev. No. | Affected pages/ section | Revision History |
|----------|-------------------------|---|
| 0 | - | New version of PNOC QMS; to include PNOC Energy Supply Base and PNOC Industrial Park. |
| 1 | Page 1 to 3 | Updated the flowchart and attachment Change of effectivity date |

| Prepared by | Reviewed by | Approved by |
|--|---|--|
|  H. M. Cruz |  L. G. G. Calaor |  Atty. G.M. Barleta |
| Process Owner | Department Manager - Administrative Department | SVP Energy Business |



PHOTOCOPYING REQUEST FORM
GSD - 11F1

Date : _____

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| <input type="checkbox"/> Pesonal <input type="checkbox"/> Official Pls. specify : | | | | |
| Requested by | Recommending Approval | Approved by | | |
| _____ | _____ | _____ | | |
| Signature over printed name | Division Chief | Dept. Manager | | |



PHOTOCOPYING REQUEST FORM
GSD - 11F1

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| _____ | _____ | _____ | | |
| Signature over printed name | Division Chief | Dept. Manager | | |



PHOTOCOPYING REQUEST FORM
GSD - 11F1

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| Signature over printed name | Division Chief | Dept. Manager | | |



PHOTOCOPYING REQUEST FORM
GSD - 11F1

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| Requested by | Recommending Approval | Approved by | | |
| _____ | _____ | _____ | | |
| Signature over printed name | Division Chief | Dept. Manager | | |




PHILIPPINE NATIONAL OIL COMPANY
Energy Center, Bonifacio Global City, Taguig City

DISTRIBUTION OF DAILY CONSUMPTION OF PHOTOCOPYING SERVICES
FOR THE MONTH OF _____
GSD - 11F2

| DEPT. / DIVISION | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 | 21 | 22 | 23 | 24 | 25 | 26 | 27 | 28 | 29 | 30 | 31 |
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| TREASURY - PAFC | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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| AMD - ESB | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| AMD PAFC | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| AMD PDMC | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| PMD / PMD LNG | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| BANKED GAS | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| OIL DEPD | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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Prepared by:

Checked by:

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|  | Title of Manual | | Document No. | |
| | SYSTEM PROCEDURES MANUAL | | GSD-12 | |
| | Department/ Process Owner | | Effective Date | |
| | GENERAL SERVICES DIVISION | | September 15, 2021 | |
| Title of Document | | Revision No. | Page | |
| Delivery/Pick-up of Documents | | 1 | 1 of 4 | |

1.0 Objective

The company engaged the services of messengerial agency to handle all the deliveries, pick-up and routing of all the documents to faster movement of documents.

2.0 Scope

Deliver/Pick-up documents, letters, packages from/to PNOC offices. Routing of memos, documents to different offices within PNOC building.


3.0 References

Contract

4.0 Definition of Terms


5.0 Policies and Guidelines

1. Every year the company contracts out the messengerial services that will handle the delivery, pick-up and routing of documents/packages. The manpower is composed of eight (8) messengers and these are three (3) motorized and six (6) foot messengers. Below are their assignments:
2. Receiving and routing of incoming mails, letters and other documents:
 - 2.1 Assigned messenger will stamp receive the documents with date, time, and name/signature
 - 2.2 Record the documents in the logbook
 - 2.3 Route the document to the addressee
3. External Delivery/pick-up of documents, letters and packages. Process transactions with banks, other government agencies and other offices which the company has transactions.
 - 3.1 The employee will fill-up the messengerial request form and have it approved by the immediate supervisor.
 - 3.2 Upon receipt of the approved request, the dispatcher (messenger) will record it in the logbook and assign a messenger (Foot/Motorized).
 - 3.3 Upon return to office, the assigned messenger will return the receiving copy of the requesting party

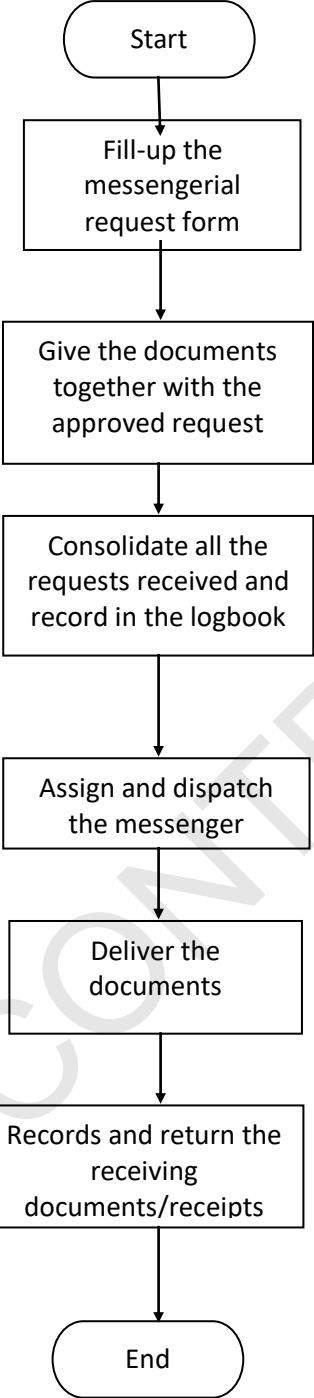
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|  | Title of Manual | | Document No. | |
| | SYSTEM PROCEDURES MANUAL | | GSD-12 | |
| | Department/ Process Owner | | Effective Date | |
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| Title of Document | | Revision No. | Page | |
| Delivery/Pick-up of Documents | | 1 | 2 of 4 | |


4. Routing of Documents within the building or energy compound premise:
 - 4.1 Assigned foot messenger will pick-up documents together with the logbook
 - 4.2 The messenger will route the documents and have the recipient receive at the logbook or receiving copy.
 - 4.3 Messenger will return the logbook or receiving copy.

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| Title of Document | Revision No. | Page | |
| Delivery/Pick-up of Documents | 1 | 3 of 4 | |

6.0 Procedure Details

| Activity | Responsibility | Notes / References |
|---|---|---|
|  <pre> graph TD Start([Start]) --> A[Fill-up the messengerial request form] A --> B[Give the documents together with the approved request] B --> C[Consolidate all the requests received and record in the logbook] C --> D[Assign and dispatch the messenger] D --> E[Deliver the documents] E --> F[Records and return the receiving documents/receipts] F --> End([End]) </pre> | <p>Requestor</p> <p>Requestor</p> <p>Messenger/dispatcher</p> <p>Dispatcher</p> <p>Messenger</p> <p>Messenger</p> | <ol style="list-style-type: none"> Messengerial request must be approved by the division/office head The Messenger/dispatcher will check the completeness of the document The dispatcher should record the requester, destination, date/time and other instructions. The dispatcher should give the assigned messenger complete details of the transactions Messenger will ensure that the documents are received by the proper recipient with name, signature & date/time |

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| Delivery/Pick-up of Documents | | 1 | 4 of 4 | |

7.0 Records and Files Generated

Messengerial Request
Outgoing/Incoming Logbook

8.0 Attachment

Messengerial Request Form

| Rev. No. | Affected pages/ section | Revision History |
|----------|-------------------------|---|
| 0 | - | New version of PNOC QMS; to include PNOC Energy Supply Base and PNOC Industrial Park. |
| 1 | Page 5 All | Updated records and files Generated and attachment Change of effectivity date |

| Prepared by | Reviewed by | Approved by |
|--|---|--|
|  H. M. Cruz |  L. G. G. Calaor |  Atty. G.M. Barleta |
| Process Owner | Department Manager - Administrative Services | SVP Energy Business |



MESSENGERIAL REQUEST FORM
GSD - 12F1

| | | |
|-------------------------------|-----------------------------------|----------------------------------|
| <input type="checkbox"/> Mail | <input type="checkbox"/> Delivery | <input type="checkbox"/> Pick-up |
| ADDRESSEE: | | |
| Date Requested | Date Required | |
| PURPOSE | | |
| CHARGES | | |
| COST CENTER | AMOUNT | |
| DEPARTMENT | SECTION | |
| REQUESTED BY | APPROVED BY | |
| DELIVERED BY | DATE AND TIME | |



MESSENGERIAL REQUEST FORM
GSD - 12F1

| | | |
|-------------------------------|-----------------------------------|----------------------------------|
| <input type="checkbox"/> Mail | <input type="checkbox"/> Delivery | <input type="checkbox"/> Pick-up |
| ADDRESSEE: | | |
| Date Requested | Date Required | |
| PURPOSE | | |
| CHARGES | | |
| COST CENTER | AMOUNT | |
| DEPARTMENT | SECTION | |
| REQUESTED BY | APPROVED BY | |
| DELIVERED BY | DATE AND TIME | |




MESSENGERIAL REQUEST FORM
GSD - 12F1

| | | |
|-------------------------------|-----------------------------------|----------------------------------|
| <input type="checkbox"/> Mail | <input type="checkbox"/> Delivery | <input type="checkbox"/> Pick-up |
| ADDRESSEE: | | |
| Date Requested | Date Required | |
| PURPOSE | | |
| CHARGES | | |
| COST CENTER | AMOUNT | |
| DEPARTMENT | SECTION | |
| REQUESTED BY | APPROVED BY | |
| DELIVERED BY | DATE AND TIME | |



MESSENGERIAL REQUEST FORM
GSD - 12F1

| | | |
|-------------------------------|-----------------------------------|----------------------------------|
| <input type="checkbox"/> Mail | <input type="checkbox"/> Delivery | <input type="checkbox"/> Pick-up |
| ADDRESSEE: | | |
| Date Requested | Date Required | |
| PURPOSE | | |
| CHARGES | | |
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|  | Title of Manual | Document No. | |
| | SYSTEM PROCEDURES MANUAL | GSD-13 | |
| | Department/ Process Owner | Effective Date | |
| | GENERAL SERVICES DIVISION | September 15, 2021 | |
| Title of Document | Revision No. | Page | |
| Function Room Management | 1 | 1 of 3 | |

1.0 Objective

To provide appropriate rooms in conducting a meeting within the department or with the other stakeholders of the company complete with the audio-video set-up and physical arrangement of the room.

2.0 Scope

All meetings related to the company's operation.


3.0 References

Monthly Reservation Calendar

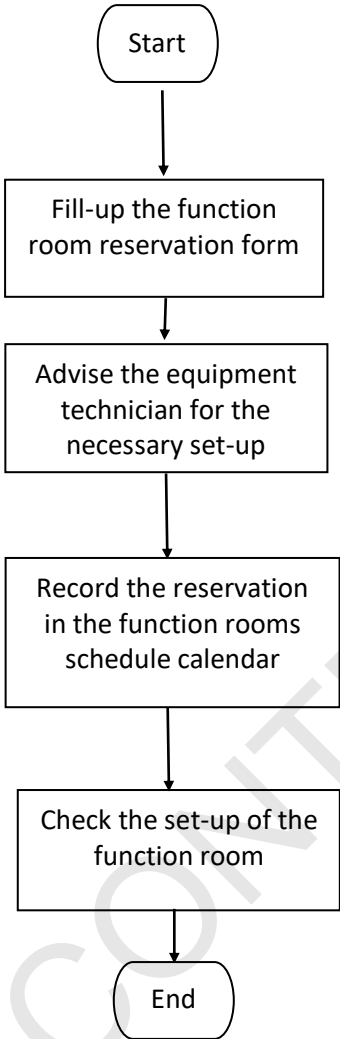
4.0 Definition of Terms


5.0 Policies and Guidelines

1. The following function rooms can be used for meetings, trainings and other gatherings:
 - a. Mini-theater
 - b. 6th Floor Conference Room
 - c. Record center training room
2. The requestor must call first to check the availability of the room and reserve the venue.
3. Meetings or trainings with teleconferencing, audio/video equipment and physical arrangement must be reserved 3 days before the meeting or training to give ample time to do the preparation.
4. For planning sessions and trainings, the requestor must submit a layout plan for the tables and chairs.
5. For emergency meetings, a reservation should be made at least 1 hour before the scheduled meeting.
6. A reservation record must be maintained in order to easily check the availability of the functions rooms.

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| Title of Document | Revision No. | Page | |
| Function Room Management | 1 | 2 of 3 | |

6.0 Procedure Details

| Activity | Responsibility | Notes / References |
|--|----------------------------|---|
|  <pre> graph TD Start([Start]) --> A[Fill-up the function room reservation form] A --> B[Advise the equipment technician for the necessary set-up] B --> C[Record the reservation in the function rooms schedule calendar] C --> D[Check the set-up of the function room] D --> End([End]) </pre> | Requestor | <ol style="list-style-type: none"> 1. The reservation form must be approved |
| | Administrative Officer III | <ol style="list-style-type: none"> 2. Records completely the details of the activity |
| | Administrative Officer III | <ol style="list-style-type: none"> 3. Ask the arrangement plan from the requestor |
| | Administrative Office III | <ol style="list-style-type: none"> 4. Ensure that the room is ready to use |

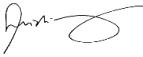

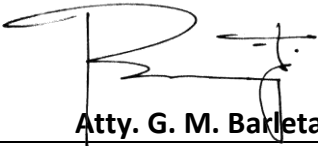
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| Function Room Management | | 1 | 3 of 3 | |

7.0 Records and Files Generated

Monthly Reservation Calendar
GSD Assistance Request

8.0 Attachments

| Rev. No. | Affected pages/ section | Revision History |
|----------|-------------------------|---|
| 0 | - | New version of PNOC QMS; to include PNOC Energy Supply Base and PNOC Industrial Park. |
| 1 | Page 2 All | Updated position title Change of effectivity date |

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| Process Owner | Department Manager - Administrative Department | SVP Energy Business |



MONTHLY RESERVATION CALENDAR
FOR THE MONTH OF _____
GSO - 19F1

| DATE | MINI THEATRE | 6TH FLOOR CONFERENCE ROOM | RECORD CENTER TRAINING ROOM |
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