

WORK RELATED INJURY

Objective –

To provide healthcare assistance to Employees with Work-Related Injury/ies covered by a Memorandum of Agreement (MOA) with an Accredited Hospital.

Scope –

This procedure applies to all Employees, whether Regular, Casual, Contractual, or Job Order, of the Cagayan de Oro City Water District (COWD) during emergency situations that may arise in the actual performance of duty.

Definition of Terms –

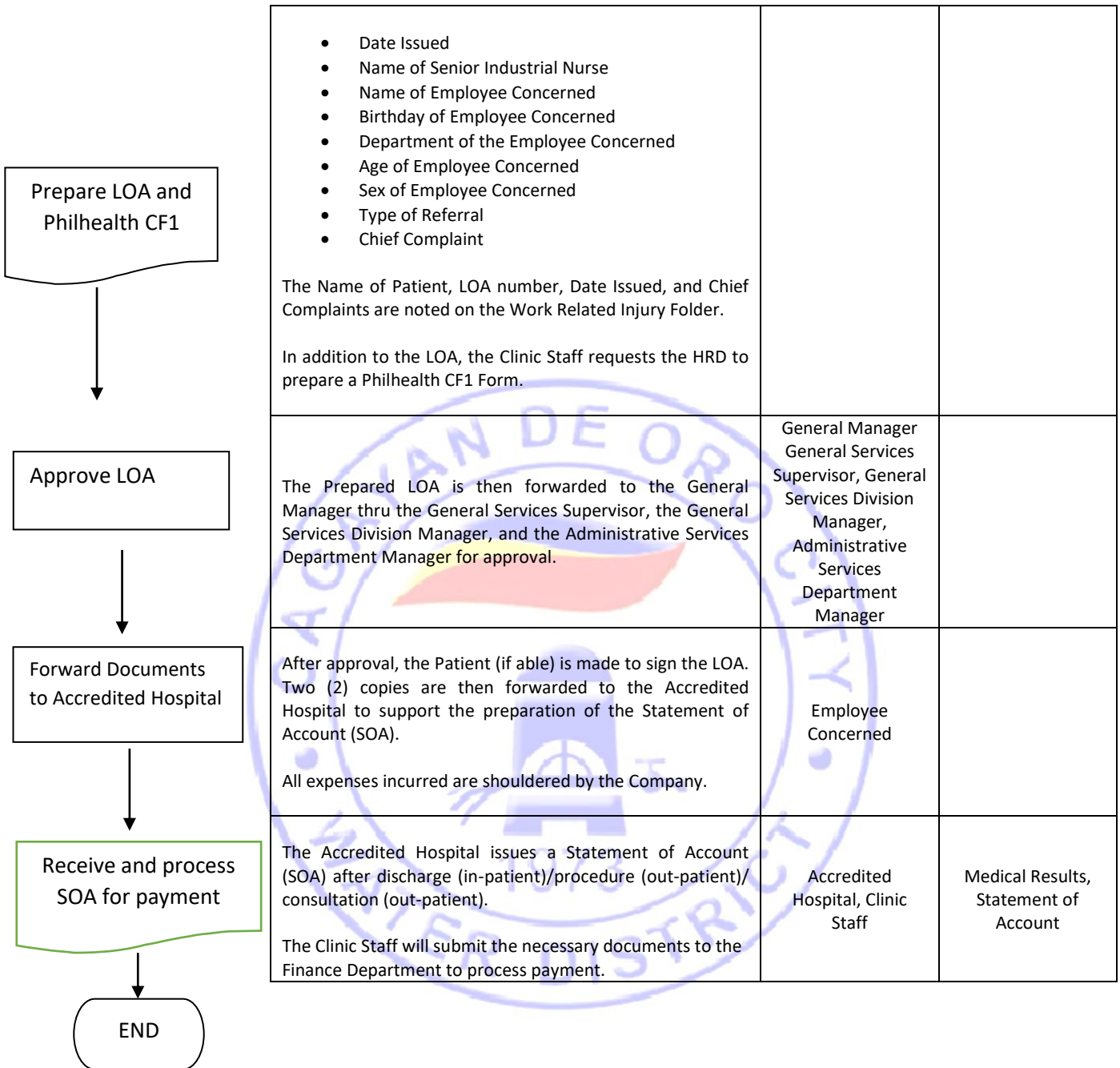
Work Related Injury- Any incident or injury that may happen during actual performance of duty.

Process Flow	Detailed Description	Responsibility	Retained Documented Information
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<pre> graph TD Start([Start]) --> BTH[Bring to Hospital] BTH --> ICS[Inform Clinic Staff & Department Manager] ICS --> CI[Confirm incident] CI --> IR[Incident Report] IR --> End([End]) </pre>	<p>In case of a work-related injury, the Employee must proceed directly to the Accredited Hospital for immediate intervention. For employees with pre-existing illness, only emergency treatment shall be shouldered by the Office for cases that may happen during office hours.</p>	Employee Concerned/ Co-Employee	
	<p>The Employee concerned must then immediately inform his/her Peers, Team Leader and or Supervisor of the incident, which requires immediate medical intervention. In turn, the Supervisor informs immediately the Clinic Staff, and his/her Department Manager regarding the details of the incident.</p>	Employee Concerned/ Co-Employee	
	<p>The Clinic Staff calls the Accredited Hospital to confirm incident and inform them that a Letter of Authorization (LOA) is prepared and copy will be furnished upon approval.</p> <p>The Clinic Staff facilitates the needs (admission, medicines, documents, and the like) of the Patient in the hospital until Patient is discharged or admitted.</p>	Clinic Staff	
	<p>The Supervisor and or Manager immediately submits an Incident Report to the Human Resource Division (HRD), the Clinic, and the Office of the General Manager.</p>	Manager/ Supervisor	Incident Report
	<p>The Clinic prepares Three (3) copies of the Letter of Authorization (LOA) for Work Related Injury, filling up the following details:</p> <ul style="list-style-type: none"> • LOA Number • Hospital and/or Physician 	Clinic Staff, HRD	LOA for Work Related Injury

Prepared By: <p style="text-align: center;">Sally G. Borja</p> _____ Process Owner	Approved By: _____ Quality Management Representative
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WORK RELATED INJURY



<ul style="list-style-type: none"> • Date Issued • Name of Senior Industrial Nurse • Name of Employee Concerned • Birthday of Employee Concerned • Department of the Employee Concerned • Age of Employee Concerned • Sex of Employee Concerned • Type of Referral • Chief Complaint <p>The Name of Patient, LOA number, Date Issued, and Chief Complaints are noted on the Work Related Injury Folder.</p> <p>In addition to the LOA, the Clinic Staff requests the HRD to prepare a Philhealth CF1 Form.</p>		
<p>The Prepared LOA is then forwarded to the General Manager thru the General Services Supervisor, the General Services Division Manager, and the Administrative Services Department Manager for approval.</p>	<p>General Manager General Services Supervisor, General Services Division Manager, Administrative Services Department Manager</p>	
<p>After approval, the Patient (if able) is made to sign the LOA. Two (2) copies are then forwarded to the Accredited Hospital to support the preparation of the Statement of Account (SOA).</p> <p>All expenses incurred are shouldered by the Company.</p>	<p>Employee Concerned</p>	
<p>The Accredited Hospital issues a Statement of Account (SOA) after discharge (in-patient)/procedure (out-patient)/consultation (out-patient).</p> <p>The Clinic Staff will submit the necessary documents to the Finance Department to process payment.</p>	<p>Accredited Hospital, Clinic Staff</p>	<p>Medical Results, Statement of Account</p>

Reference Documents –

1. *Memorandum of Agreement (MOA) with Accredited Hospital- Polymedic General Hospital and Sabal Hospital*

Records Generated –

1. *Incident Report*
2. *LOA for Work-Related Injury*
3. *Medical Results*
4. *Statement of Account*

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WORK RELATED INJURY



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ISSUANCE AND USE OF LETTER OF AUTHORIZATION FOR MEDICAL PROCEDURES

Objective –

To provide annual healthcare assistance to Employees for medical procedures covered by a Letter of Authorization (LOA).

Scope –

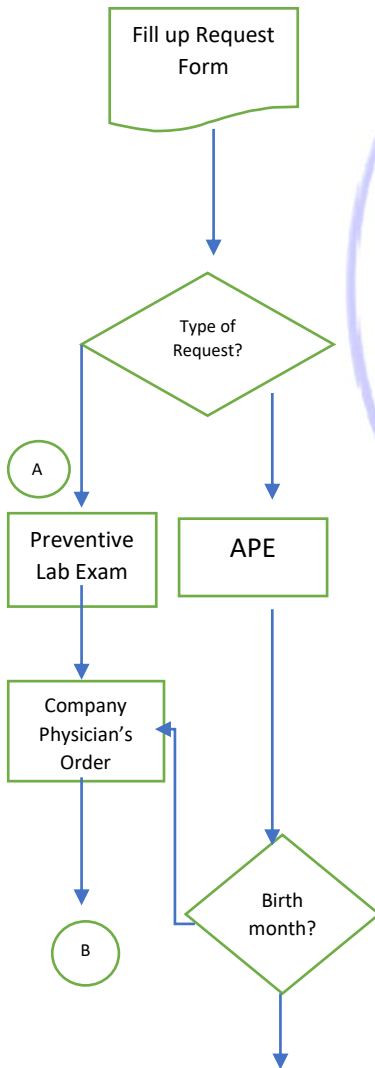
This applies only to Regular and Casual Employees of Cagayan de Oro City Water District.

Definition of Terms –

LOA refers to the Letter of Authorization

APE refers to the Annual Physical Exam

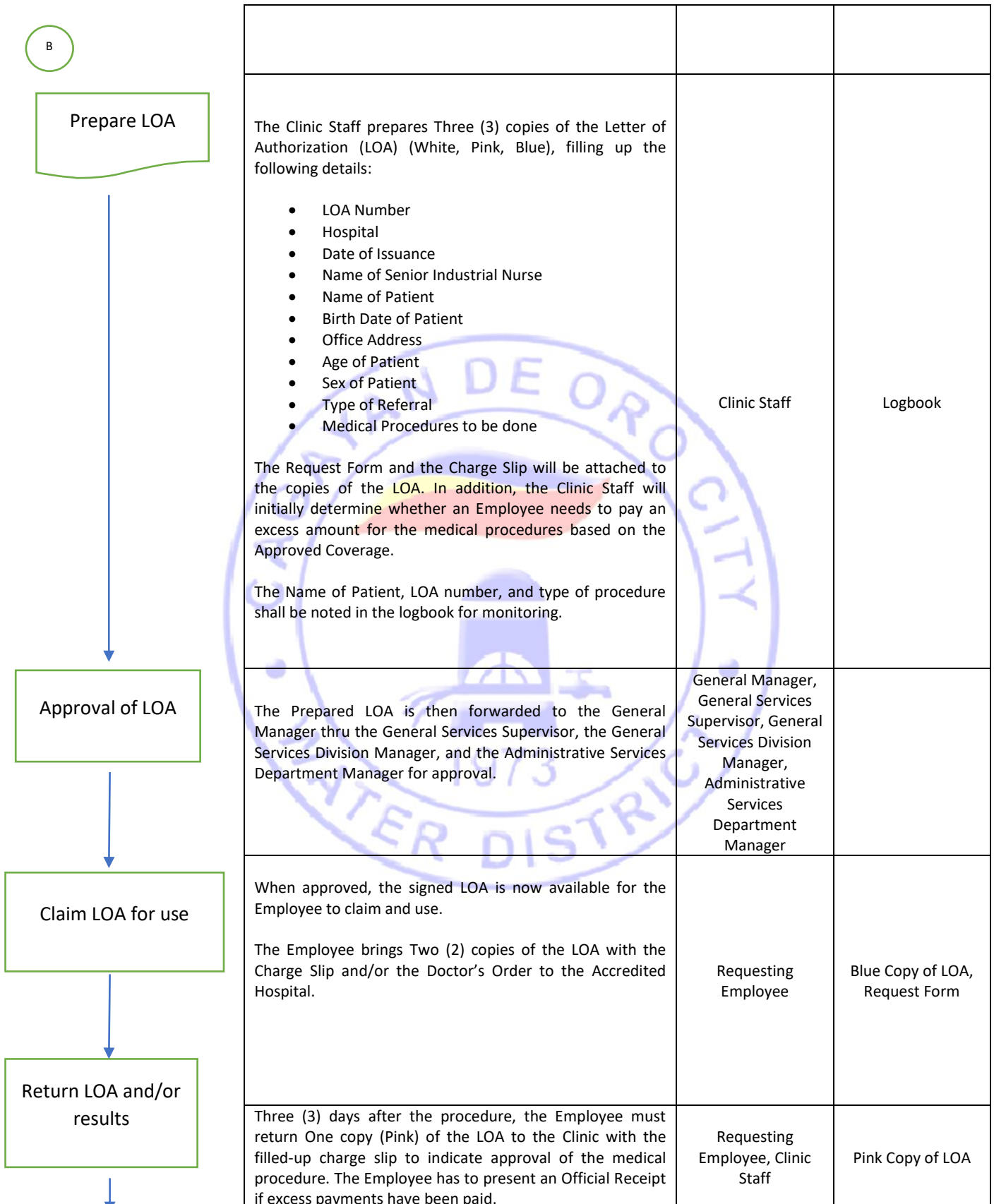
Process Flow	Detailed Description	Responsibility	Retained Documented Information
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<p>Employee fills up a Request Form to determine type of medical procedure: Annual Physical Exam (APE) and or Preventive Laboratory Exam.</p>	<p>Requesting Employee</p>	<p>Request Form</p>
<p>An Employee who avails of the APE must submit himself/herself to undergo medical procedures during his/her Birth Month. Otherwise, he/she must obtain an Order from the Company Physician. An APE includes the following procedure:</p> <ul style="list-style-type: none"> • Chest X-ray Posterior Anterior (CXRPA) • Complete Blood Count (CBC) • Urinalysis (U/A) • Stool Exam (S/E) • Electrocardiogram (ECG) – for employees 40 years and above • Papanicolaou Smear (Pap Smear)- for female employees 40 years old and above • Others <p>If the Employee wants to submit himself/herself to Preventive Laboratory Exam (e.g. Blood Chem, Immunology/Serology, and the like), he/she must obtain an Order from the Company Physician.</p> <p>An Employee is entitled to a coverage of Php 6,000 for the APE and Php 2,000 for Preventive Laboratory Exam and other medical procedure.</p>	<p>Requesting Employee, Company Physician</p>	

<p>Prepared By: Sally G. Borja Process Owner</p>	<p>Approved By: _____ Quality Management Representative</p>
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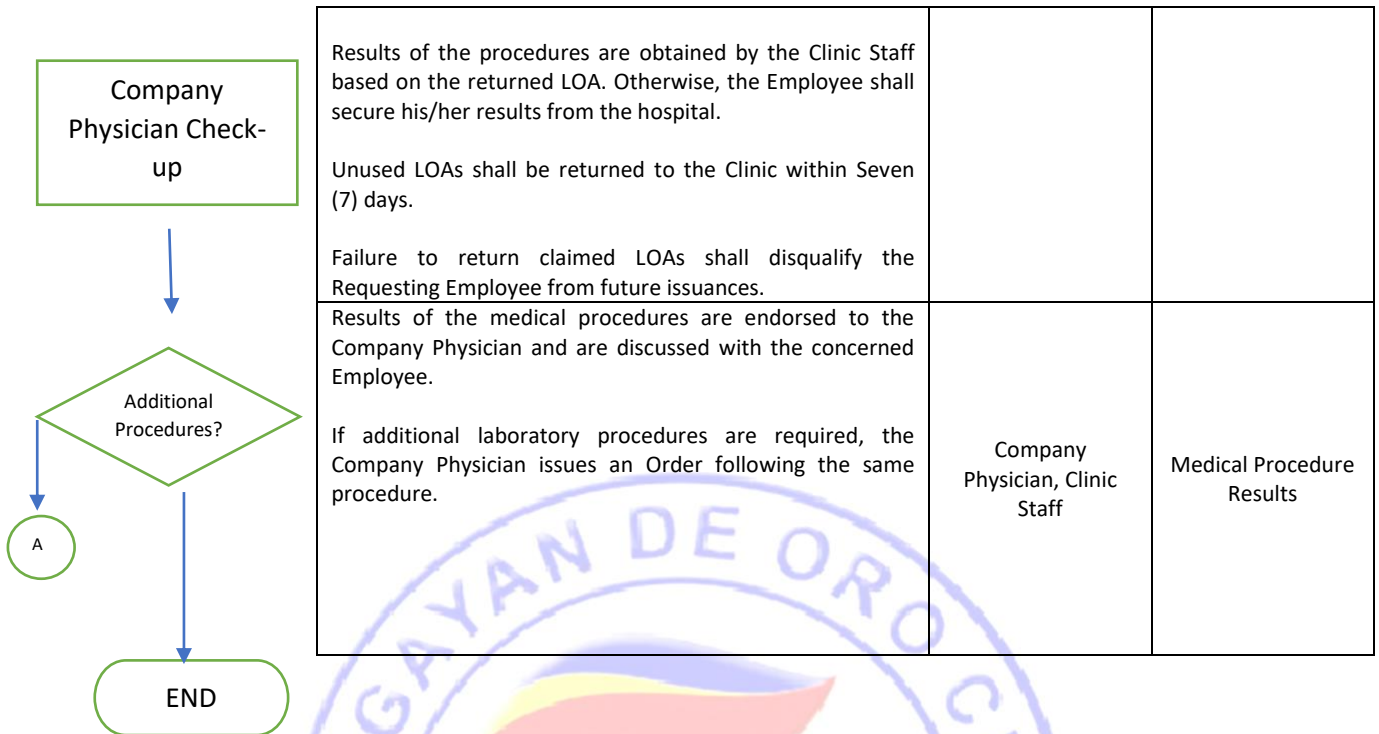
ISSUANCE AND USE OF LETTER OF AUTHORIZATION FOR MEDICAL PROCEDURES



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ISSUANCE AND USE OF LETTER OF AUTHORIZATION FOR MEDICAL PROCEDURES



Reference Documents –

1. Memorandum of Agreement with Accredited Hospital (CDO Polymedic General Hospital & Sabal Hospital)

Records Generated –

1. Letter of Authorization
2. Request Form
3. Medical Procedure Results
4. Logbook

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RECRUITMENT OF JOB ORDER CONTRACTUALS

Objective –

This procedure defines the recruitment and selection of Job Order Contractuals in the **CAGAYAN DE ORO CITY WATER DISTRICT**.

Scope –

This procedure applies to all Job Order Contractual Requests of all Departments.

Definition of Terms –

None

Process Flow	Detailed Description	Responsibility	Retained Documented Information
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<p>Manpower Requisition Form</p>	<p>Department Manager fills out a Request Form for Manpower Requirement. The Manpower Request Form shall include the following information:</p> <ul style="list-style-type: none"> a. The number of personnel needed; b. The skills needed; and c. The specific tasks to be done 	<p>Department Manager Concerned</p>	<p>Manpower Requisition Form</p>
<p>Screening and Assessment</p>	<p>The Admin Department</p> <ul style="list-style-type: none"> • Accepts Endorsed-Applications from the Office of the General Manager. • Contact Applicants through Phone, Letter or Short Message Service to inform schedule of interview and examination. • Conduct Initial Interview and screening of Applicants. Screening includes either skills, or paper and pencil test. <p>Assessment of exam results. Forward Assessment Results to the Office of the General Manager (OGM).</p>	<p>Department Manager/Division Manager A- HR</p>	<p>Interview Form Exam Exam Assessment Result Application Letter Applicant's Resume</p>
<p>Interview</p>	<p>General Manager may conduct Final Interview and selects Job Order Contractual for hiring.</p> <p>If hired, proceed to Orientation Process. If not hired, End of Process.</p> <p>Only hired applicants are notified of the scheduled Orientation.</p>	<p>General Manager</p>	<p>List of JO to be hired</p>
<p>Orientation</p>	<p>Conduct Orientation. The orientation includes:</p> <ul style="list-style-type: none"> • COWD History • Mission/Vision • Quality Policy • Facilities • On-Going Project/s 	<p>Division Manager A- HR</p>	

Prepared By:

Cecile A. Florendo

Process Owner

Approved By:

Quality Management Representative

RECRUITMENT OF JOB ORDER CONTRACTUALS

<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;">Submission of Documents</div> <div style="text-align: center; margin: 10px 0;">↓</div> <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;">Contract Signing</div>	<ul style="list-style-type: none"> Corporate Social Responsibility Salient points of the Job Order Contract and Dress Code 		
	<p>The successful Applicants will be required to submit the following documents:</p> <ul style="list-style-type: none"> Application Letter 1 Copy of Filled-Up Personal Data Sheet with Picture Copy of Certificate of Eligibility/Board Certificate Copy of Birth Certificate Copy of Marriage Certificate, if married Copy of Transcript of Records/Diploma Original Copy of Physical Examination Result conducted in Government Hospital Original Copy of Chest X-Ray Result Original Copy of Drug Testing Result Original Copy of NBI Clearance Copy of Clearance from Previous Employer, if previously employed TIN Residence Certificate Copy of Birth Certificate of Dependents (PSA) 	Applicant	201 File
	<p>Contract Signing is conducted by the Applicant.</p>	Clerk Processor Applicant	Contract

Reference Documents –

1. COWD Balanced Scorecard
2. Manpower Request Form

Records Generated –

1. Interview Form
2. Exam Assessment Result
3. Application Letter
4. Applicant's Resume
5. List of JO to be Hired
6. 201 File
7. Employment Contract

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Objective

This defines the promotion process of the **CAGAYAN DE ORO CITY WATER DISTRICT**.

Scope –

This process applies to the promotion for permanent position.

Definition of Terms –

None

Process Flow	Detailed Description	Responsibility	Retained Documented Information
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<div style="border: 1px solid black; width: 100px; height: 40px; margin: 0 auto; text-align: center; padding: 5px;">Publication</div> <div style="text-align: center; margin: 10px 0;">↓</div> <div style="border: 1px solid black; width: 100px; height: 40px; margin: 0 auto; text-align: center; padding: 5px;">Posting/Accept applications</div> <div style="text-align: center; margin: 10px 0;">↓</div> <div style="border: 1px solid black; width: 100px; height: 40px; margin: 0 auto; text-align: center; padding: 5px;">Posting of Selection line up</div>	<p>Publish vacant position/s at the Civil Service Commission (CSC) indicating the following information:</p> <ul style="list-style-type: none"> Position Title Item No. Salary Grade Education Training Experience Eligibility <p>Convene Personnel Selection Board (PSB) to prepare schedule for posting, interview, and deliberation.</p> <hr/> <p>Post vacancies and accept applications within Ten (10) days indicating the following information:</p> <ul style="list-style-type: none"> Department Position Item No. Salary Grade Education Eligibility Training <p>Conduct initial assessment of Applicants considering the Qualification Standards (QS) set by the Civil Service Commission.</p> <p>Post Selection Line-up for Fifteen Days (15) days in Three (3) conspicuous places in the Office showing the following:</p> <ul style="list-style-type: none"> Department Position Item No. Salary Grade Name of Applicant Education 	<p style="text-align: center;">Division Manager- HRD</p> <hr/> <p style="text-align: center;">HRD</p>	<p style="text-align: center;">Publication Request</p> <hr/> <p style="text-align: center;">Publication; Selection line-up</p>
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Prepared By: <div style="text-align: center; margin-top: 5px;"> <u>Cecile A. Floirendo</u> Process Owner </div>	Approved By: <div style="text-align: center; margin-top: 5px;"> _____ Quality Management Representative </div>
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PROMOTION

Interview with Applicants



PSB Evaluation



<ul style="list-style-type: none"> • Eligibility • Training 																																																																
<p>Interview Applicants by Department concerned. On a Scale of 1-10 (1 as the Lowest and 10 as the Highest), the Applicants are graded by the Interviewers based on the following criteria:</p> <ol style="list-style-type: none"> 1. Attitude (40%) 2. Job knowledge (30%) 3. Potential (30%) <p style="text-align: center;">_____</p> <p style="text-align: center;">100%</p>	Department Concerned	Score sheet																																																														
<p>The Personnel Selection Board (PSB) will evaluate a Applicants for promotion based on the following factors:</p> <table border="1" data-bbox="443 837 1031 1055"> <thead> <tr> <th colspan="2">FACTORS</th> <th colspan="2">PERCENTAGES</th> </tr> </thead> <tbody> <tr> <td colspan="2">Performance</td> <td colspan="2">30%</td> </tr> <tr> <td colspan="2">Education</td> <td colspan="2">25%</td> </tr> <tr> <td colspan="2">Experience</td> <td colspan="2">25%</td> </tr> <tr> <td colspan="2">Interview Result</td> <td colspan="2">20%</td> </tr> <tr> <td colspan="2">TOTAL</td> <td colspan="2">100%</td> </tr> </tbody> </table> <p><u>Performance (30%)</u> This shall be based on the last Two (2) Performance Ratings of the Employee. No Employee shall be considered for Promotion unless all said Two (2) Performance Ratings are at least Very Satisfactory.</p> <table border="1" data-bbox="443 1256 1031 1480"> <thead> <tr> <th colspan="2">NUMERICAL RATING</th> <th>ADJECTIVAL RATING</th> <th>POINTS</th> </tr> <tr> <th>FROM</th> <th>TO</th> <th></th> <th></th> </tr> </thead> <tbody> <tr> <td>3.5</td> <td>4</td> <td>Very Satisfactory</td> <td>24</td> </tr> <tr> <td>4.1</td> <td>4.49</td> <td>Very Satisfactory</td> <td>26</td> </tr> <tr> <td>4.5</td> <td>4.75</td> <td>Outstanding</td> <td>28</td> </tr> <tr> <td>4.76</td> <td>5</td> <td>Outstanding</td> <td>30</td> </tr> </tbody> </table> <p><u>Education (25%)</u> This shall include Educational Background and successful completion of Training Courses. Such Education and/or Training must be relevant to the duties of the position to be filled up.</p> <p>If the Education Requirement is Elementary Graduate:</p> <table border="1" data-bbox="443 1749 1031 1973"> <thead> <tr> <th>EDUCATIONAL LEVEL</th> <th>POINTS</th> </tr> </thead> <tbody> <tr> <td>Elementary Graduate</td> <td>15</td> </tr> <tr> <td>1st Year, High School</td> <td>17</td> </tr> <tr> <td>2nd Year, High School</td> <td>19</td> </tr> <tr> <td>3rd Year, High School</td> <td>21</td> </tr> <tr> <td>4th Year High School</td> <td>23</td> </tr> <tr> <td>High School Graduate</td> <td>25</td> </tr> </tbody> </table>	FACTORS		PERCENTAGES		Performance		30%		Education		25%		Experience		25%		Interview Result		20%		TOTAL		100%		NUMERICAL RATING		ADJECTIVAL RATING	POINTS	FROM	TO			3.5	4	Very Satisfactory	24	4.1	4.49	Very Satisfactory	26	4.5	4.75	Outstanding	28	4.76	5	Outstanding	30	EDUCATIONAL LEVEL	POINTS	Elementary Graduate	15	1 st Year, High School	17	2 nd Year, High School	19	3 rd Year, High School	21	4 th Year High School	23	High School Graduate	25	Personnel Selection Board	Minutes of Deliberation
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PROPRIETARY NOTICE

PROMOTION

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If the Education requirement is High School Graduate:

EDUCATIONAL LEVEL	POINTS
High School Graduate	15
1 st Year, College	17
2 nd Year, College	19
3 rd Year, College	21
4 th Year College	23
College Graduate	25

If the Education Requirement is College Graduate:

EDUCATIONAL LEVEL	POINTS
College Graduate	15
3-12 Masteral Units	18
15-24 Masteral Units	21
27 and above Masteral Units	23
Master's Degree	25

If the Education Requirement is Master's Degree:

EDUCATIONAL LEVEL	POINTS
Master's Degree	15
3-12 Doctorate Units	18
15-24 Doctorate Units	21
27 and above Doctorate Units	23
Doctorate Degree	25

Experience (25%)

This shall include Occupational History, Relevant Work Experience acquired either from the Government or Private Sector. Experience related to a particular job and not necessarily length of service.

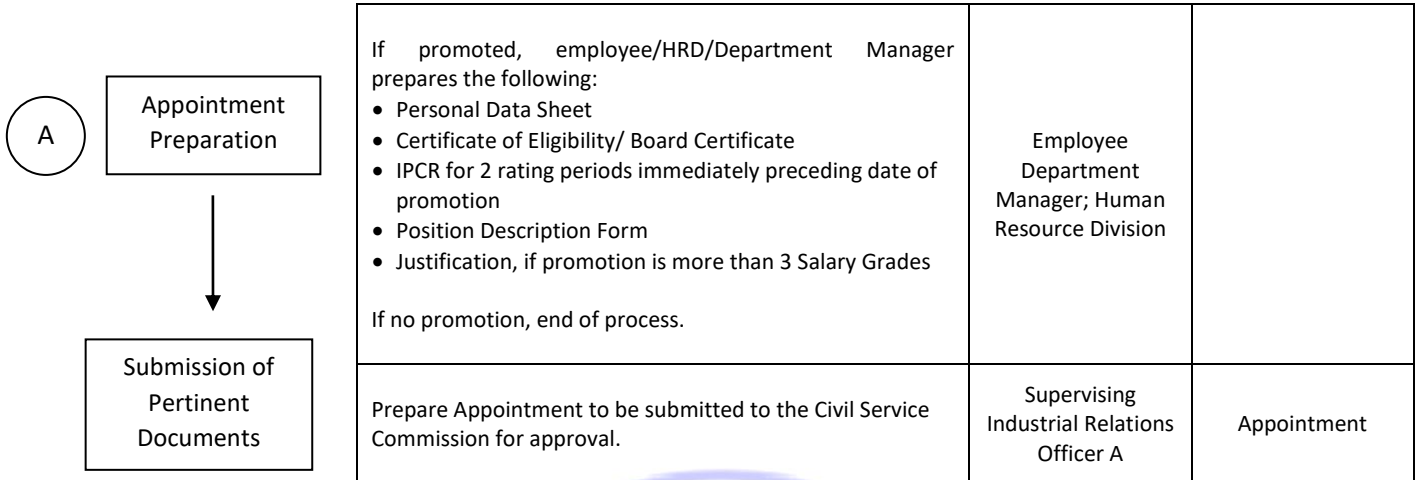
YEAR IN SERVICE	POINTS
Less than 5 years	15
5 to 10 years	18
11-15 years	21
16 to 20 years	23
Over 20 years	25

Interview Result (20%)

This is based on Actual and Observable Assessment during the Face-to-Face Interview done. The Personnel Selection Board will deliberate and submit evaluation results to the General Manager.

PSB to submit deliberation result to GM

PROPRIETARY NOTICE

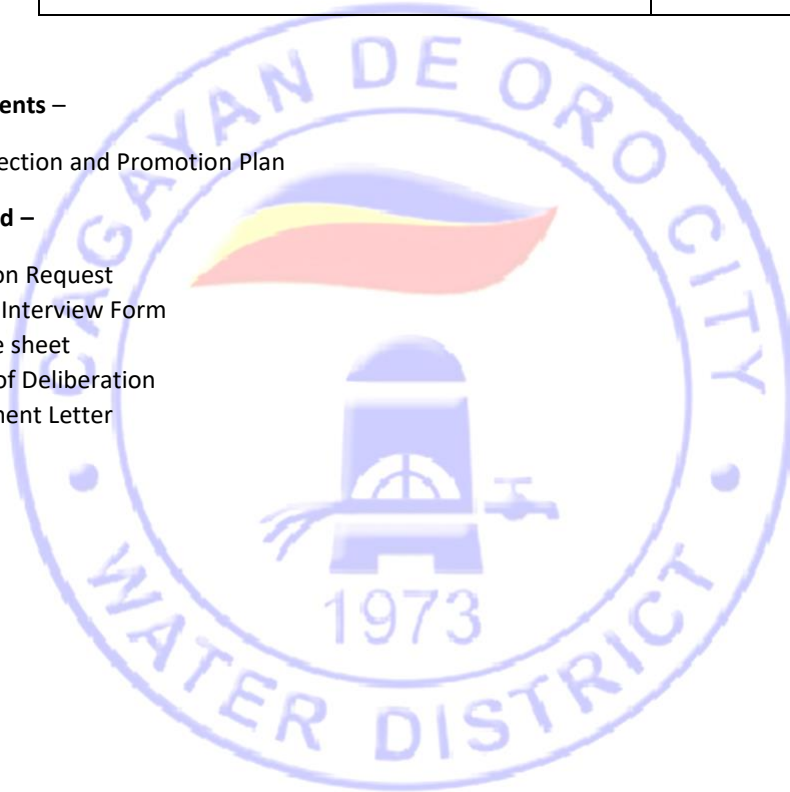


Reference Documents –

1. Merit Selection and Promotion Plan

Records Generated –

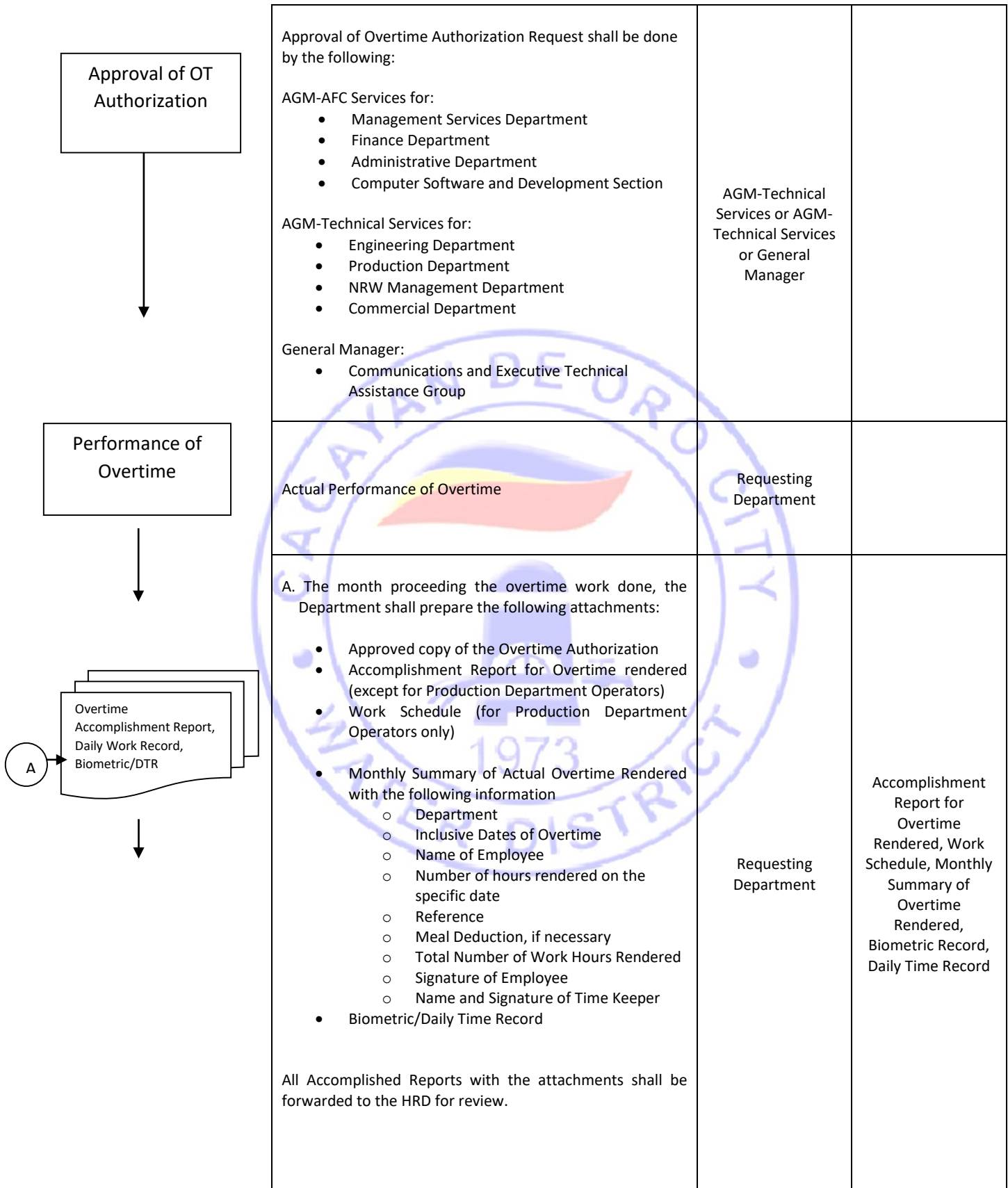
1. Publication Request
2. Filled-Up Interview Form
3. PSB Score sheet
4. Minutes of Deliberation
5. Appointment Letter



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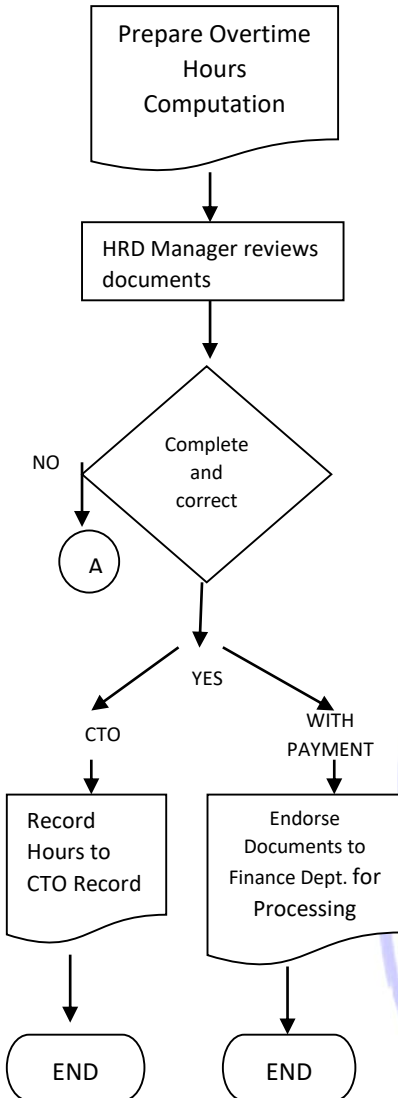
APPLICATION FOR OVERTIME THROUGH COMPENSATORY TIME-OFF



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APPLICATION FOR OVERTIME THROUGH COMPENSATORY TIME-OFF



<p>The HRD Manager reviews the documents and forwards to the Clerk Processor B for the Overtime Hours Computation indicating the number of hours to be credited for CTO.</p> <p>The computation for CTO is as follows:</p> <ul style="list-style-type: none"> Actual number of hours rendered x Factor – Meals (if necessary) <p>The Factor is determined by the type of overtime rendered. Regular overtime work shall be multiplied to 1, whereas Holiday, Day-off, or Rest Day overtime work shall be multiplied 1.5.</p> <p>One hour is deducted to CTO for mealtime (Overtime hours falling between 12NN-1PM or 8PM-9PM). The deduction of 1 Hour mealtime does not apply to Operators on duty because they are presumed to be in their respective areas of responsibility at all times, as they are not allowed to leave the pumping facilities.</p> <p>Once the number of hours is finalized, the documents will be forwarded back to the HRD Manager for review.</p> <p>If the documents and data are correct and complete, the HRD Manager returns it the Clerk Processor B</p> <p>If incomplete, go back to A.</p>	<p>HRD Manager, Clerk Processor B, Supervising Industrial Relations Management Officer A</p>	<p>Overtime Accomplishment Report, Daily Work Record, Overtime Request Form, Work Schedule, Overtime Hours Computation Form</p>
<p>For CTO, the Clerk Processor B records the CTO Hours gained to the CTO Record. End of Process</p> <p>If With Payment, the HRD endorses the documents to the Finance Department for processing. End of Process.</p>	<p>Clerk Processor B HR Staff</p>	<p>Overtime Accomplishment Report, Daily Work Record, Overtime Request From, Work Schedule, Overtime Hours Computation Form, CTO Record</p>

Reference Documents –

1. CSC-DBM Joint Circular No. 2, S. 2004 re Non-monetary remuneration for overtime services rendered
2. CSC-DBM Joint Circular No. 2-A, S. 2005 re Amendments to CSC-DBM Joint Circular No. 2, S-2004
3. GM Memorandum GM -300, S-2011 (Computation of Hours Rendered)
4. GM Memorandum GM- 018, S-2011 (Implementation of Overtime Guidelines)
5. Guidelines for Claiming and Processing of Overtime

Records Generated –

1. Overtime Accomplishment Report
2. Daily Work Record
3. Overtime Request From
4. Work Schedule
5. Overtime Hours Computation Form
6. CTO Record
7. Logbook

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IN-HOUSE TRAINING

Process Flow	Detailed Description	Responsibility	Retained Documented Information
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<p>Receipt of Training Request</p>	<p>Receipt of Training Request.</p>	<p>Requesting Department</p>	<p>Letter/Request</p>																												
<p>Preparation of Course Outline and List of Proposed Participants</p>	<p>The Human Resource Department or the Requesting Department prepares a course outline for the seminar.</p> <p>The Requesting Department also submits a List of Proposed Participants to the HRD using the following format:</p> <table border="1" data-bbox="438 784 1069 1131"> <tr> <td>TITLE of TRAINING/CONFERENCE</td> <td colspan="3"></td> </tr> <tr> <td>BRIEF DESCRIPTION</td> <td colspan="3"></td> </tr> <tr> <td>INCLUSIVE DATES</td> <td colspan="3"></td> </tr> <tr> <td>LOCATION</td> <td colspan="3"></td> </tr> <tr> <td>NOMINEES</td> <td>Position & Actual Function</td> <td>LAST TRAINING or CONFERENCE ATTENDED</td> <td>JUSTIFICATION</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> </tr> </table>	TITLE of TRAINING/CONFERENCE				BRIEF DESCRIPTION				INCLUSIVE DATES				LOCATION				NOMINEES	Position & Actual Function	LAST TRAINING or CONFERENCE ATTENDED	JUSTIFICATION									<p>Requesting Department/HRD</p>	<p>Course Outline & List of Proposed participants</p>
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<p>Submission of Request, Outline and List for approval</p>	<p>The Administrative Department prepares the Budget and submits it together with the Course Outline and the Proposed Participants to the Office of the General Manager for approval.</p>	<p>Administrative Department</p>	<p>Letter, Course Outline, List of Proposed participants</p>																												
<p>Course Outline Approved by GM?</p> <p>NO</p> <p>YES</p>	<p>The Administrative Department prepares a Memorandum to be signed by the General Manager.</p>	<p>Administrative Department</p>	<p>Memorandum</p>																												
<p>Issuance of Memorandum to Participants</p>	<p>Actual conduct of seminar.</p>	<p>HRD</p>	<p>Handouts, Pictures, Video, Training Attendance Sheet</p>																												

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CAGAYAN DE ORO CITY WATER DISTRICT PROCEDURES MANUAL	Document No. : PM-ADM-04 Eff. Date : XX-XX-XX Revision No. : 00 Pages : 2 of 3
IN-HOUSE TRAINING	

Training
Evaluation



END

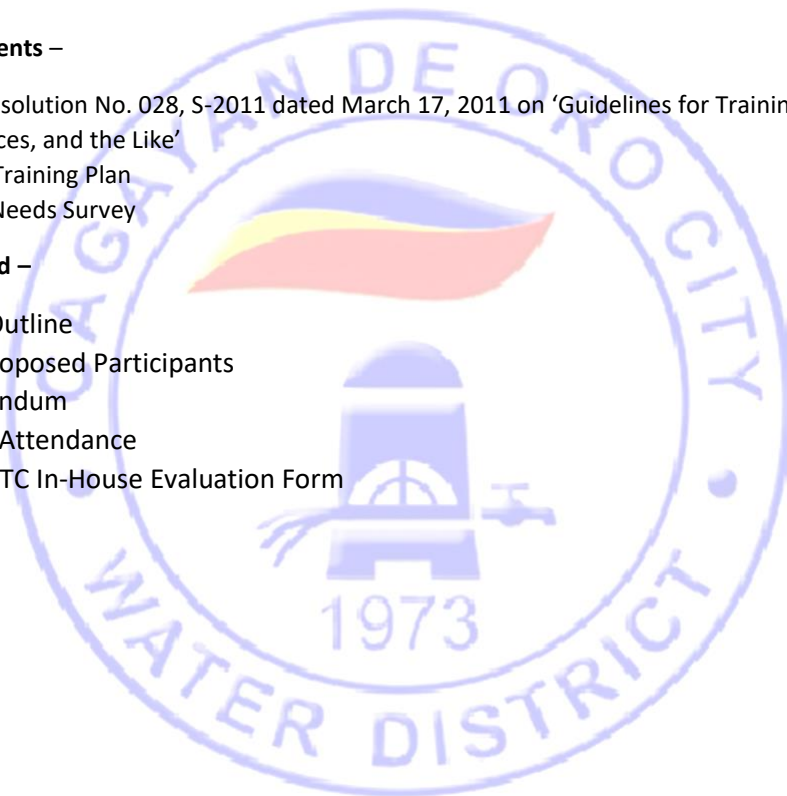
A Seminar/Resource Person Evaluation Form shall be handed out to the Participants after the conduct of the Seminar.	HRD	Seminar Evaluation Form
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Reference Documents –

1. COWD Resolution No. 028, S-2011 dated March 17, 2011 on 'Guidelines for Training, Seminars, Conferences, and the Like'
2. Annual Training Plan
3. Training Needs Survey

Records Generated –

1. Course Outline
2. List of Proposed Participants
3. Memorandum
4. Training Attendance
5. COWD-RTC In-House Evaluation Form



PROPRIETARY NOTICE

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INVITATIONAL TRAINING (LOCAL & FOREIGN)

Objective –

The purpose of these guidelines is to set out specific procedures relative to attendance to trainings, conventions, workshops and the like. It is meant to meet the following objectives:

- provide all COWD Officers and Employees with trainings that are appropriate and relevant to their jobs ;
- afford the opportunity to acquire skills, knowledge and related competencies needed to effectively perform the functions, duties and responsibilities for which they were employed;
- promote equal access to training opportunities;
- ensure a fair and equitable implementation of the process in selecting employees to be sent for training, seminars, workshops, conferences, conventions and the like.

Scope –

This procedure applies to Invitational Trainings, both Foreign and Local, to be attended by COWD employees.

Definition of Terms –

COWD- RTC refers to Cagayan de Oro City Water District- Regional Training Center.

INVITATIONAL TRAINING refers to trainings which are not conducted by the COWD-RTC but other training institutions.

LWUA refers to the Local Water Utilities Administration.

LWUA-COWD RTC COORDINATED TRAINING refers to trainings initiated by COWD in coordination with LWUA- WRRTC and listed in the LWUA-WRRTC Annual Training Program.

FOREIGN TRAINING refers to one funded and sponsored by a foreign government agency or institution and conducted outside the Philippines.

CONVENTIONS/CONFERENCES FOR PROFESSIONAL ORGANIZATIONS refers to those sponsored by organizations duly recognized or regulated by the Professional Regulation Commission (PRC) or by the Supreme Court for lawyers.

CONVENTIONS/CONFERENCES FOR GOVERNMENT-BASED ORGANIZATIONS refers to those sponsored by organizations formed by or among different sectors in the service based on the duties and functions such as Government Employees in the Philippines, Government Association of Certified Public Accountants and the like.

CONVENTIONS/CONFERENCES SPONSORED BY WATER DISTRICT AFFILIATIONS are those sponsored by water district affiliations such as PAWD, MAWD, Water Information Councils, LWUA and other related organizations shall be upon the proper recommendation of the General Manager.

HRD refers to the Human Resource Division

Prepared By:

Cecile A. Florendo

Process Owner

Approved By:

Quality Management Representative

INVITATIONAL TRAINING (LOCAL & FOREIGN)

Process Flow	Detailed Description	Responsibility	Retained Documented Information
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<p>Receipt of Invitation</p>	<p>Receipt of Invitation</p> <p>All invitations for Trainings, Seminars, Workshops, Conferences, Conventions and the Like shall be forwarded to the Administrative Department, ATTENTION: HRD.</p>	<p>Administrative Department- HRD</p>	<p>Invitation and Endorsement Letter</p>																								
<p>List of Possible Participants Forwarded to Department/s Concerned</p>	<p>The HRD shall furnish the relevant Departments a list of all Possible Candidates or Nominees (w/ relevant information like last Training, Conference, etc. attended) and a copy of the Invitation for the Training, Conference, etc. The HRD shall include the following information in its Endorsement to various Departments:</p> <table border="1" data-bbox="443 1043 1059 1283"> <thead> <tr> <th>TITLE of TRAINING/CONFERENCE</th> <th colspan="2"></th> </tr> <tr> <th>BRIEF DESCRIPTION</th> <th colspan="2"></th> </tr> <tr> <th>INCLUSIVE DATES</th> <th colspan="2"></th> </tr> <tr> <th>LOCATION</th> <th colspan="2"></th> </tr> <tr> <th>POSSIBLE CANDIDATES</th> <th>DEPARTMENT/Position</th> <th>LAST TRAINING/CONFERENCE ATTENDED</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table> <p>The selection must be based on relevance in relation to the function, duties and responsibilities of the Employee. Training must be directly related to Employee's work or to the competency needed to be acquired.</p> <p>The opportunity to attend training and the like shall be according to the following schedule:</p>	TITLE of TRAINING/CONFERENCE			BRIEF DESCRIPTION			INCLUSIVE DATES			LOCATION			POSSIBLE CANDIDATES	DEPARTMENT/Position	LAST TRAINING/CONFERENCE ATTENDED										<p>Administrative Department- HRD</p>	<p>List of Possible Candidates</p>
TITLE of TRAINING/CONFERENCE																											
BRIEF DESCRIPTION																											
INCLUSIVE DATES																											
LOCATION																											
POSSIBLE CANDIDATES	DEPARTMENT/Position	LAST TRAINING/CONFERENCE ATTENDED																									

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INVITATIONAL TRAINING (LOCAL & FOREIGN)

TYPE OF EVENT	Maximum number of Participants per Program			Maximum FREQUENCY of Attendance per Employee per program	EMPLOYMENT STATUS
	Within CDO	Within MINDANAO but outside CDO	Luzon or Visayas		
Invitational Training, Workshop, Seminar	5	3	3	2x in a calendar year (except the GM whose attendance shall be subject to urgency)	PERMANENT & CASUAL
LWUA-COWD RTC Coordinated Training	10	5	4	2x in a calendar year (except the GM whose attendance shall be subject to urgency)	PERMANENT & CASUAL
Conventions/Conferences For Professional Organization	10	4	3	1x every 2 years (except the GM & officers of the organization whose attendance shall be subject to urgency)	PERMANENT employees with a minimum length of service of 2 years from date of permanent appointment
Conventions/Conferences Sponsored By Water District Affiliations	15	10	5	1x every 2 years (except GM & AGMs whose attendance shall be subject to urgency)	PERMANENT employees with a minimum length of service of 3 years from date of permanent appointment
Conventions/Conferences For Government-Based Organizations	5	3	2	2x in a calendar year (except the GM whose attendance shall be subject to urgency)	PERMANENT employees with a minimum length of service of 3 years from date of permanent appointment
FOREIGN TRAINING, CONFERENCE, ETC.	Maximum of 1 employee per program/event			1x every 2 years	PERMANENT employees with a minimum length of service of 5 years from date of permanent appointment

The Departments concerned shall submit to the Administrative Department, ATTENTION: HRD their list of nominees with recommendation for approval by the respective ASSISTANT GENERAL MANAGER using the following format:

TITLE of TRAINING/CONFERENCE			
BRIEF DESCRIPTION			
INCLUSIVE DATES			
LOCATION			
NOMINEES	Position & Actual Function	LAST TRAINING or CONFERENCE ATTENDED	JUSTIFICATION

Department Concerned

List of Proposed participants

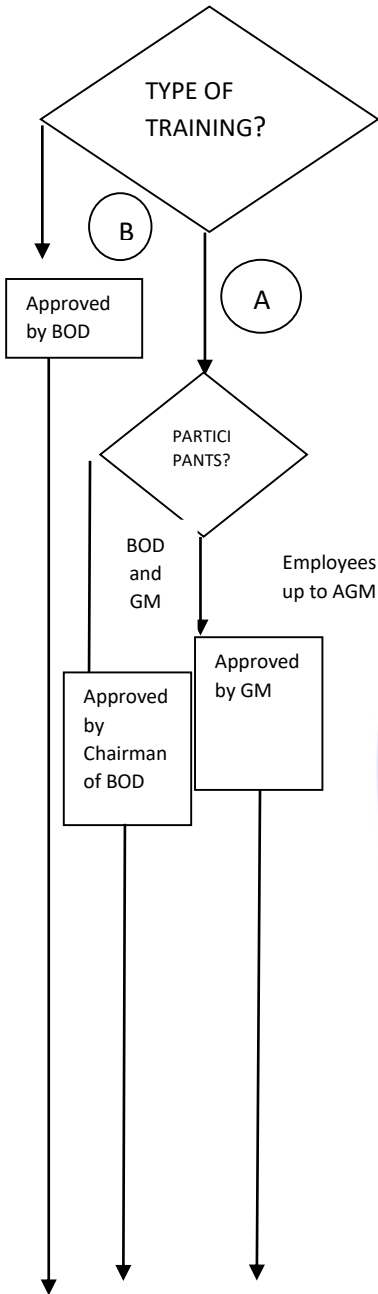
Department/s submits List of Possible Nominees

HRD Consolidates List of Proposed Participants

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INVITATIONAL TRAINING (LOCAL & FOREIGN)



The HRD shall consolidate List of Nominees from various Departments and submit Recommended Final List of Nominees to the Office of the General Manager.

All recommendations for attendance to Training and Conferences shall be submitted to the Office of the General Manager at least Five (5) Working Days from Date of the Training, Conference and the like.

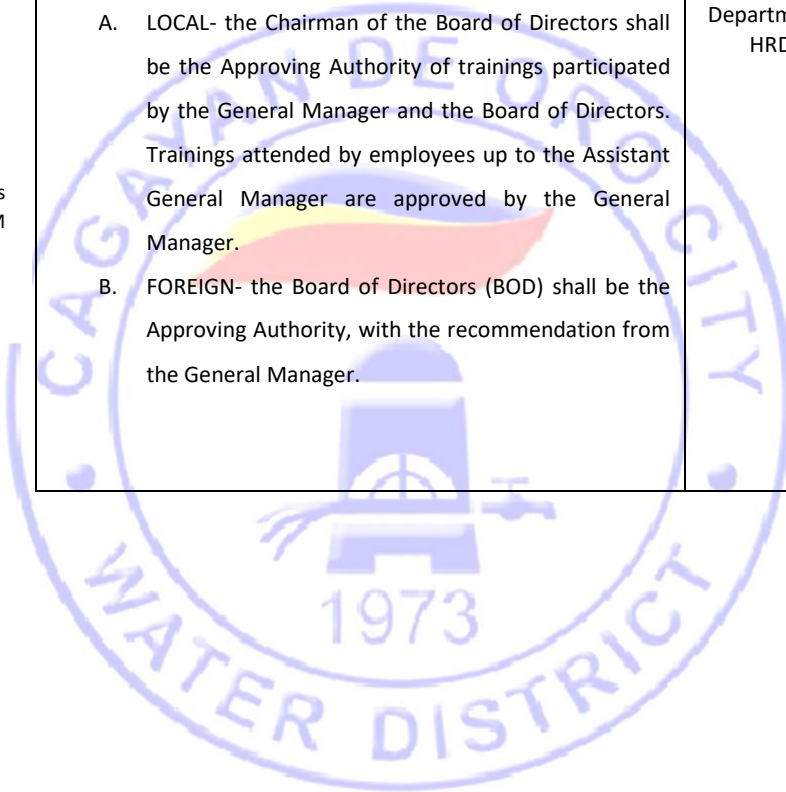
The General Manager shall determine the Final List of participants.

If the training is

- A. LOCAL- the Chairman of the Board of Directors shall be the Approving Authority of trainings participated by the General Manager and the Board of Directors. Trainings attended by employees up to the Assistant General Manager are approved by the General Manager.
- B. FOREIGN- the Board of Directors (BOD) shall be the Approving Authority, with the recommendation from the General Manager.

Administrative
Department-
HRD

Transmittal Letter



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INVITATIONAL TRAINING (LOCAL & FOREIGN)

Issue Memo, Travel Order, Transportation Order, Itinerary of Travel

The Administrative Services Department shall issue the necessary documents to be signed by the Approving Authority:

1. Memorandum

For Trainings outside the city, the following additional documents are prepared:

2. Travel Order, indicating the following:

- o Date
- o Name of Employee
- o Date/s of Travel
- o Place/s of Travel
- o Purpose of Travel

3. Itinerary of Travel, with the following details:

- o Date
- o Name of Employee
- o Designation
- o Official Station
- o Purpose of Travel
- o Date of Training
- o Destination
- o Time of Arrival and Departure
- o Means of Transportation
- o Allowable Expense (Transportation and Per Diem)
- o Total amount per day
- o Total Allowable Expense

4. Transportation Order, specifying:

- o Ticket Issuer
- o Name of Employee/s
- o Ticket Number
- o Date of Issue
- o Amount
- o Total Amount
- o Purpose
- o Check Number
- o Check Date
- o Check Amount

Trip Tickets are issued to Assigned Drivers when travelling using Company Vehicles.

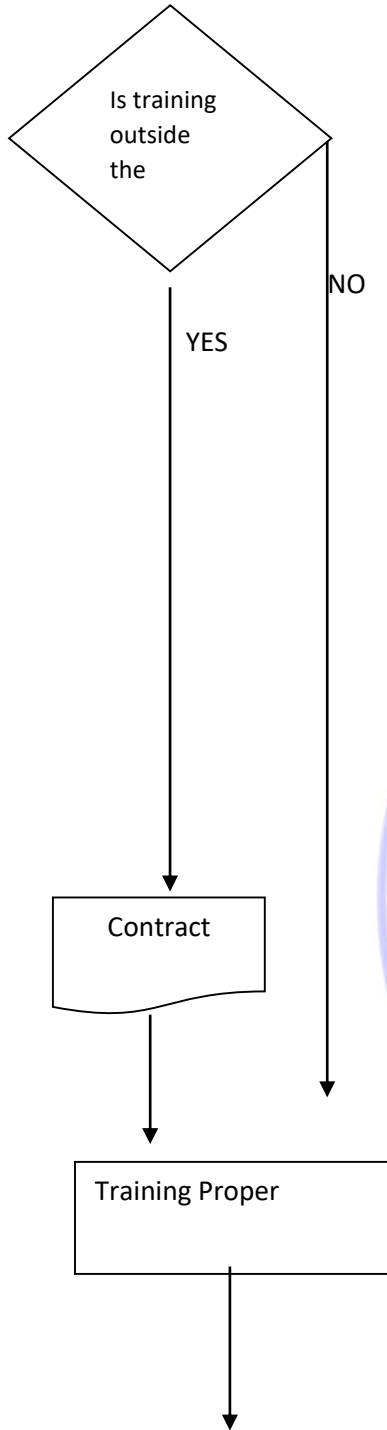
For travel of the members of the Board of Directors, all travel documents are prepared by the Board Staff.

Administrative Department

Memo, Travel Order, Transportation Order, Itinerary of Travel, Trip Ticket

PROPRIETARY NOTICE

INVITATIONAL TRAINING (LOCAL & FOREIGN)



For FOREIGN TRAINING, the employee shall be required to execute a CONTRACT with the COWD subject to Civil Service Rules and Regulations and with the following schedule of return service, within which Employee shall not be allowed to separate from the COWD:

LENGTH of Training, Conference, etc	RETURN SERVICE (from First Day of Report to Official station)	REMARKS
1 to 3 Months	2 Years	Salaries and other benefits of Employee are continuously paid while attending the Training, Conference and the Like.
More than 3 Months to 6 Months	3 Years	

For LOCAL TRAINING, proceed to Training Proper

Training Proper

Training Attendees

Contract

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INVITATIONAL TRAINING (LOCAL & FOREIGN)

Submit Training/Conference Report, Certificate of Travel Completed, Travel Documents, Photocopy of Training Certificate, Itinerary of Travel, Travel Order, Photocopy of Memorandum, Liquidation Report

Upon the completion of the training, the attendee/s must submit the following to the General Manager within 15 days:

- Training/Conference Report, with details in the following order:
 - Brief of the Training/Conference Program
 - Relevance of the Training/Conference to Cagayan de Oro City Water District and own function in the office
 - Action Plan

Additionally, the following documents must be produced if trainings are done outside the city:

- Certificate of Travel Completed, citing the following:
 - Travel Order Number
 - Date of Travel Order
 - Travel Conditions:
 - Strictly in accordance with approved itinerary
 - Extended as explained below
 - Cut short as explained below
 - Other deviations as explained below
 - Authorized Date/s and Place/s of Travel
 - Actual Date/s and Place/s of Travel
 - Explanation/Justification, if necessary
 - Evidence of Travel:
 - Travel Documents such as Boarding Passes, Bus Tickets, Terminal Fee Tickets, and the like.
 - Photocopy of Training Certificate
 - Itinerary of Travel
 - Travel Order

The Certificate of Travel Completed is personally certified by the Employee and acknowledged by the General Manager

- Liquidation Report, with the following details:
 - Liquidation Report Number
 - Date
 - Responsibility Center Code
 - Particulars
 - Amount
 - Total Amount
 - Amount of Cash Advance per Disbursement Voucher Number and Date
 - Amount Refunded per Official Receipt Number and Date
 - Amount to be Reimbursed

Training Attendees

Training/Conference Report, Certificate of Travel Completed, Travel Documents, Photocopy of Training Certificate, Itinerary of Travel, Travel Order, Liquidation Report

END

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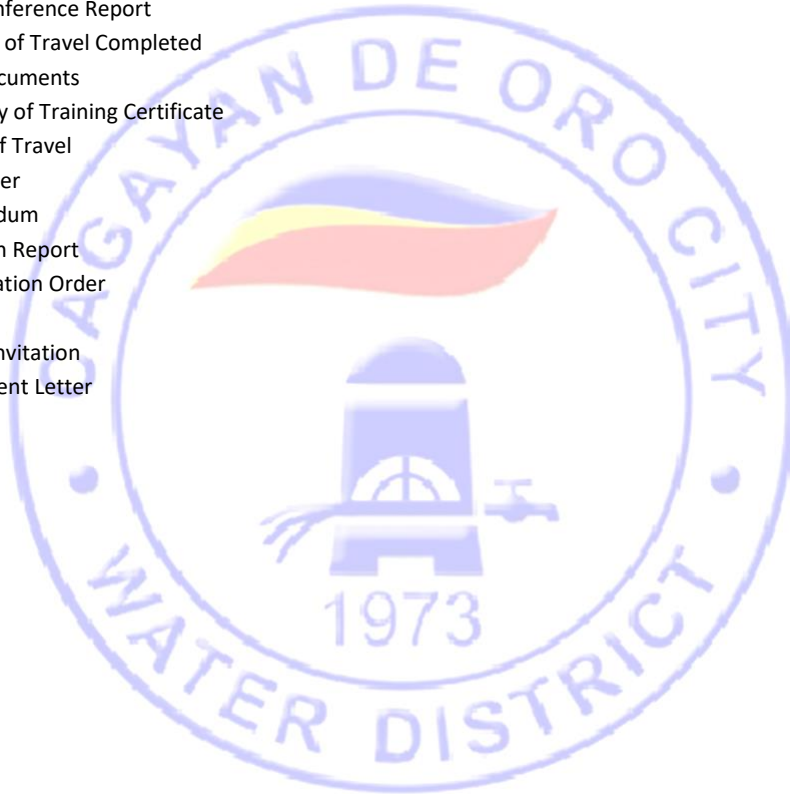
INVITATIONAL TRAINING (LOCAL & FOREIGN)

Reference Documents –

1. COWD Resolution 028, S- 2011 dated March 17, 2017 (Guidelines for Training, Seminars, Conferences, and the like)
2. COWD Resolution 056, S- 2012 dated June 22, 2012 (GM's Authority to Approve Travel of Employees up to AGM subject to submission of Travel Report)
3. COWD Resolution No. 108, S-2000 dated July 11, 2000 on 'Guidelines on Study Leave'
4. Annual Training Plan
5. Training Needs Survey

Records Generated –

1. Letter with List of Possible Participants
2. Letter with List of Proposed Participants
3. Travel/Conference Report
4. Certificate of Travel Completed
5. Travel Documents
6. Photocopy of Training Certificate
7. Itinerary of Travel
8. Travel Order
9. Memorandum
10. Liquidation Report
11. Transportation Order
12. Trip Ticket
13. Letter of Invitation
14. Endorsement Letter



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PROCUREMENT

Objective –

This procedure highlights the process of procuring the request of all the departments and the purchase of the said request.

Scope –

This procedure covers procurement of goods, services & infrastructure under the Small Value Procurement & Direct Contracting.

Definition of Terms –

Direct Contracting – is a single source procurement of goods that does not require elaborate bidding documents. It may be resorted to by the procuring entity for goods sold by an exclusive dealer or manufacturer. (RA9184 sec. 50)

Small Value Procurement – is a method of procurement wherein the procuring entity draws up at least three (3) suppliers, contractors, or consultants which will be invited to submit proposals. (RA9184 sec. 53.9)

Bidding – a method of procurement that is open to participation by any interested party. (RA9184 sec. 5, h)

Abstract of Proposals – it is where the proposals of the suppliers are indicated in order to determine the lowest quotation.

Quotation Form- Distributed to at least 5 suppliers

Notice of Award (NOA) – Notifies the winning supplier/bidder that their quotation/bid is accepted.

BAC – Bids and Awards Committee

Technical Working Group (TWG) – responsible in the evaluation of items that requires technical evaluation.

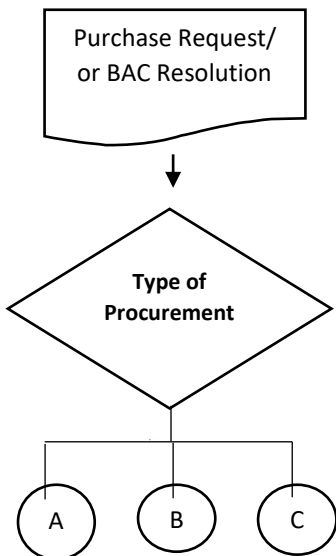
GM – General Manager

Philgeps – Philippine Government Electronic Procurement System

PO – Purchase Order

ABC – Approved Budget for the Contract

Process Flow	Detailed Description	Responsibility	Retained Documented Information
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<p>Clerk Processor C shall receive a Purchase Request/or BAC Resolution originating from the BAC. Depending on the Request or Resolution, the following flowcharts are to be followed - Direct Contracting</p> <p>A. Direct Contracting B. Small Value Procurement C. Competitive Bidding (Refer to Procedure Manual for Procurement through Competitive Bidding)</p>	Clerk Processor C	Approved PR/BAC Resolution
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Prepared By:

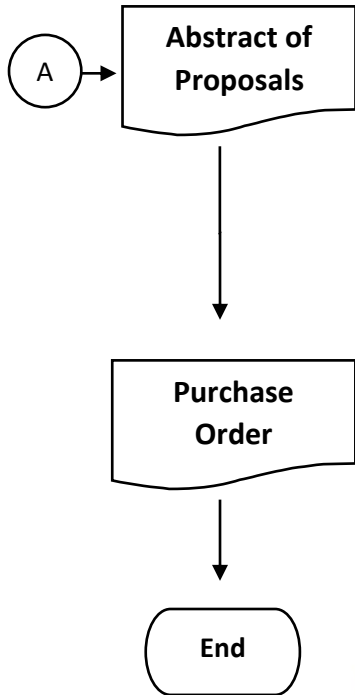
Lyrallyn A. Ruita

Process Owner

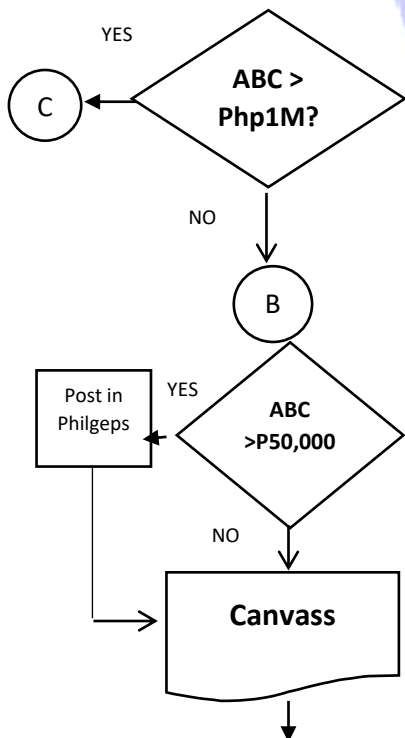
Approved By:

Quality Management Representative

PROCUREMENT



<p>A. FOR DIRECT CONTRACTING - Abstract of Proposals is prepared indicating the following:</p> <ul style="list-style-type: none"> • PR No. and Date • Date opened • Abstract No. • Item/s Description • Price Quotation • Name of supplier • Delivery Schedule • Approved Budget of Contract • Purpose 	<p>Procurement Officer A</p>	<p>Approved Abstract</p>
<p>Purchase Order is prepared and forwarded to GM for approval. Once signed, the PO is furnished to the Supplier.</p>	<p>Procurement Assistant A/Clerk Processor C</p>	<p>Approved and Received Copy of PO</p>

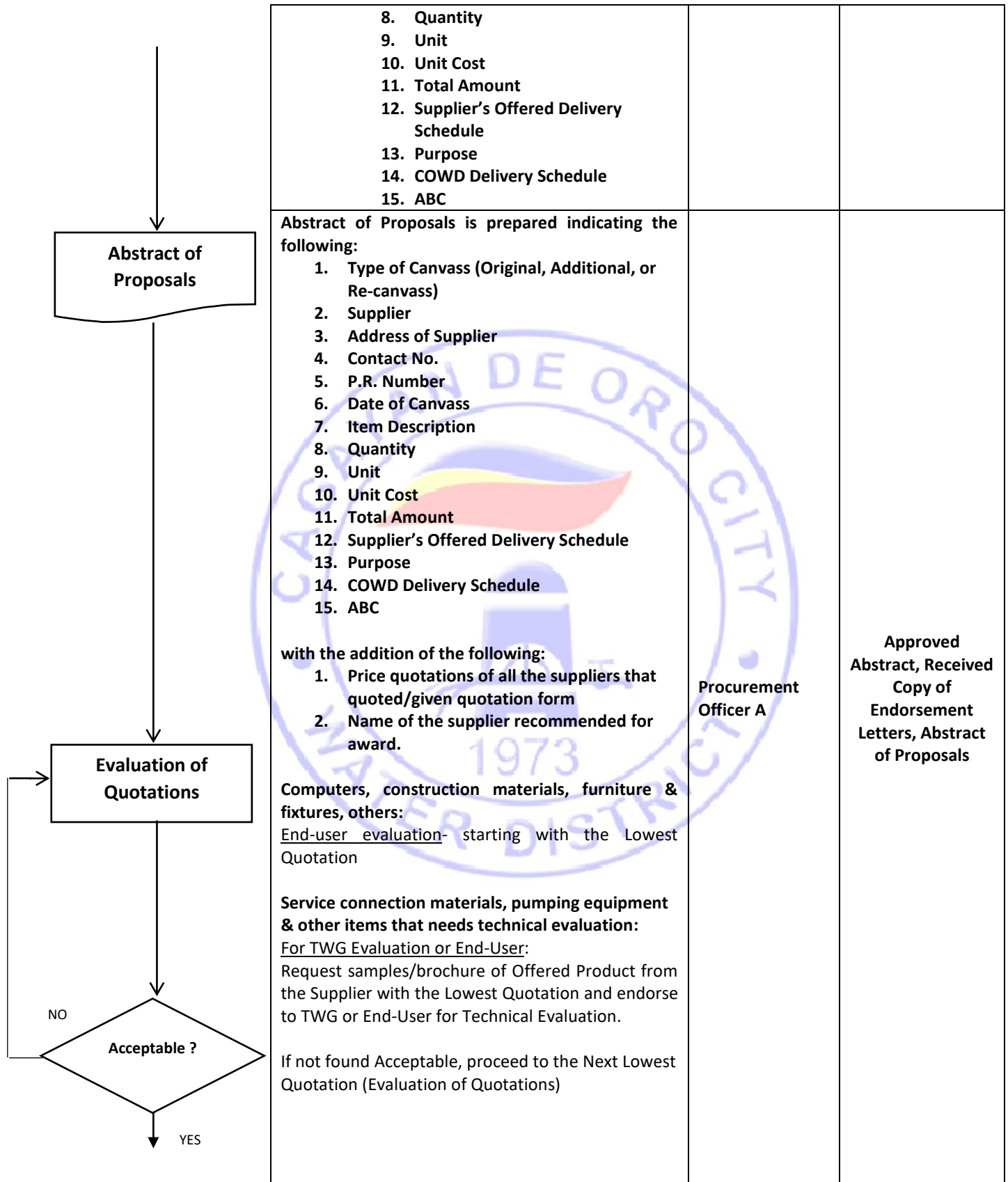


<p>B. For Small Value Procurement</p> <p>For ABCs amounting to Php50,000 up, Quotation Form is posted to Philgeps for a period of Seven (7) Calendar Days.</p> <p>For ABCs amounting to Php50,000 and below, Quotation Forms are prepared indicating the following:</p> <ol style="list-style-type: none"> 1. Type of Canvass (Original, Additional, or Re-canvass) 2. Supplier 3. Address of Supplier 4. Contact Number 5. P.R. Number 6. Date of Canvass 7. Item Description 	<p>Procurement Officer B</p>	<p>Supplier's Acknowledgement Receipt</p>
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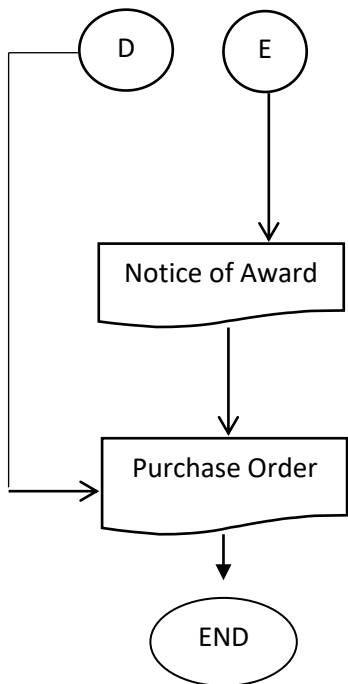
PROCUREMENT



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PROCUREMENT



<p>What is the value of the ABC?</p> <p>D. For ABC amounting to Php100,000 and below, proceed to PO</p> <p>E. For ABC amounting to Php100,000 above, proceed to C (Competitive Bidding)</p>	<p>Procurement Assistant A (for D) & Supervising Property/Supply Officer (for E)</p>	
<p>Notice of Award is issued to the Winning Supplier and is requested to post Performance Bond & Sign Agreement.</p>	<p>Supervising Property/Supply Officer</p>	<p>Notice of Award Performance Bond Agreement</p>
<p>Purchase Order is issued.</p>	<p>Clerk Processor C</p>	<p>Purchase Order</p>

Reference Documents –

1. BAC Resolution
2. Purchase Request
3. RA 9184 or 'The Government Procurement Reform Act'

Records Generated –

1. Endorsement Letter
2. Notice of Award
3. Agreement
4. Performance Bond
5. Purchase Order
6. Abstract of Proposals
7. Supplier's Acknowledgment Receipt
8. ABC Adjustment Request
9. Quotation
10. Outside Job Order

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SECURITY AND JANITORIAL SERVICES

Objective –

To safeguard company property and physical assets to ensure a healthy and safe working environment for all the employees, guests and customers of the **CAGAYAN DE ORO CITY WATER DISTRICT**.

Scope –

Security services are applicable to all COWD premises including all satellite offices and selected pumping stations. The Janitorial services are limited only to COWD Main Office. Security and janitorial services are both outsourced services of COWD.

Definition of Terms –

NTP – refers to Notice to Proceed issued by the Office to the winning bidder.

GBMS – Ground and Building Maintenance Supervisor

OGM – Office of the General Manager

Process Flow	Detailed Description	Responsibility	Retained Documented Information
Notice to Proceed	A Notice to Proceed (NTP) is issued to the Security and Janitorial Services Provider. Refer to the Procurement Procedure.	Purchasing Division	Contract
Orientation and Deployment	A Deployment and Orientation will be conducted to the Service Providers Representatives with the following areas for discussion: <ul style="list-style-type: none"> • Area of Assignment • Responsibility • Reporting Procedure • Record Keeping 	Grounds and Building Maintenance Supervisor	Invitation to Bid
Implementation	The Ground and Building Maintenance Supervisor (GBMS) monitors the performance of the Security and Janitorial Services. For Security Services: Provide Security Guards at identified COWD Facilities and Offices. For Janitorial Services: Perform Monthly Janitorial Performance Evaluation based on the following criteria: <ol style="list-style-type: none"> 1. Dusting 2. Comfort Room Cleaning 3. Floor Cleaning 4. Garbage Collection 5. Ground Cleaning and Gardening, and 6. Other Requirements. 	Grounds and Building Maintenance Supervisor	Monthly Report, Janitorial Check List (Office), Janitorial Checklist (CR), Pass Slip for Tools/Items, Log Book

Prepared By:

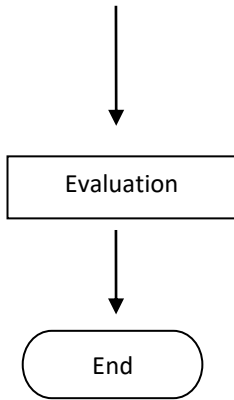
John D’Emeer E. Taglucop

Process Owner

Approved By:

Quality Management Representative

SECURITY AND JANITORIAL SERVICES



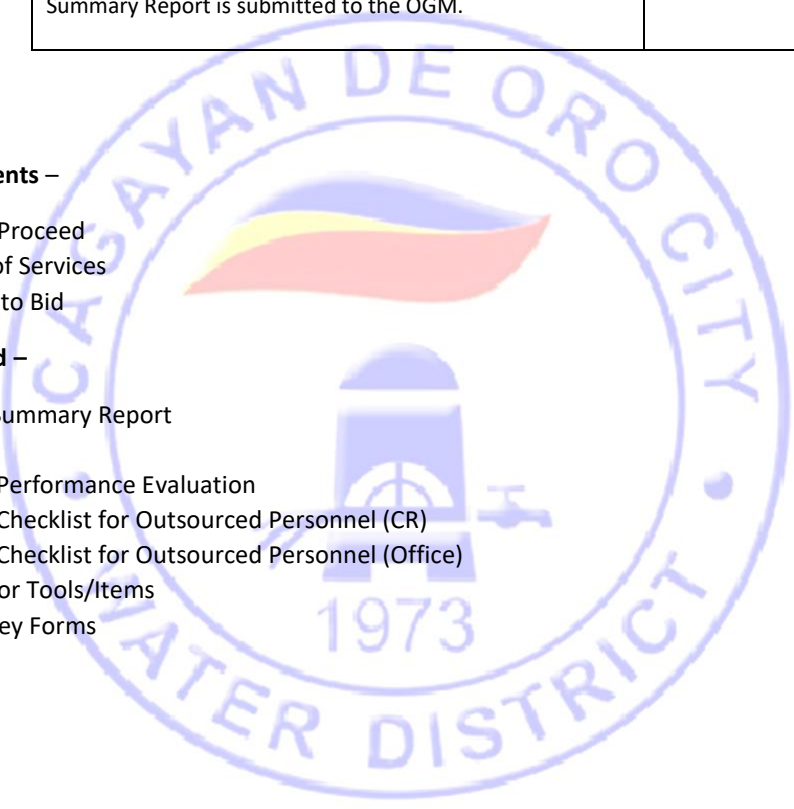
<p>A random evaluation of the Janitorial Services is conducted through a Survey Form (as Poor, Fair, Good, Very Good, Excellent) by Two (2) Employees and Two (2) Customers per Floor on the following areas:</p>	<p>GBM Supervisor</p>	<p>Monthly Janitorial Performance Evaluation, Survey Forms, Monthly Summary Report</p>
<ul style="list-style-type: none"> • Lobby • Floors • Stairways • Comfort Rooms • Grounds <p>Results are collated and summarized and a Monthly Summary Report is submitted to the OGM.</p>		

Reference Documents –

1. Notice to Proceed
2. Contract of Services
3. Invitation to Bid

Records Generated –

1. Monthly Summary Report
2. Log Book
3. Janitorial Performance Evaluation
4. Janitorial Checklist for Outsourced Personnel (CR)
5. Janitorial Checklist for Outsourced Personnel (Office)
6. Pass Slip for Tools/Items
7. Daily Survey Forms



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