
2012 Performance Report

**DEPARTMENT OF
LABOR AND EMPLOYMENT**

C O N T E N T S

Executive Summary

2012 Highlights of Accomplishments

- Employment Facilitation
 - Manpower Development
 - Labor Standards
and Social Protection
 - Labor Relations and Social
Dialogue
 - Governance, Sustaining Outcomes
-

I. EXECUTIVE SUMMARY

2012 is a milestone year for the DOLE -- surpassing most of the targets set, ratification of three international conventions (the Seafarers and the Convention on Domestic Workers international groups as evidenced by the leaps in ratings of various surveys (i.e., labor market efficiency pillar in 2012 Global Competitiveness Report and Makati Business Club

On Employment Facilitation and Manpower Development:

- For local employment, the Department through its various employment intermediaries facilitated the placement of 1.755 million workers in local employment, either wage (1,646,401) or self-employment (108,528). Of the total, the placement of 1,152,231 job applicants in all types of jobs was facilitated by the country's network of Public Employment Service Offices (PESOs); 275,911 workers were placed through registered/accredited Private Recruitment and Placement Agencies (PRPAs) and Contractors/Sub-Contractors; and 218,359 were through the Special Program for Employment of Students (SPES) and *Kasanayan at Hanapbuhay* (KasH) Program. In addition, the DOLE Integrated Livelihood Program (DILP) benefited 108,588 workers.

The DOLE, as Chair of the Community-Based Employment Program (CBEP) Steering Committee, monitored 1.439 million¹ jobs generated (*infra*: 661,084; *non-infra*: 777,579) out of the projected 2.495 million jobs for 2012.

- For overseas employment, the Philippine Overseas Employment Administration (POEA) facilitated the deployment of 1.778 million workers overseas thereby achieving 106.8% of the 1.664 million targets for the year.
- On tech-voc education and training (TVET), 1,587,607 graduated from various TVET programs representing 118.2% accomplishment over the year
Aquino issued proclamation No. 487 on 02 October 2012 declaring the 3rd week of October every year as *ole* that the Filipino professionals play in nation building and development and citing the need to enhance their skills and competence in order for the Philippines to become globally competitive.
- In addressing the job-skills mismatch, the First National Career Guidance Advocacy Congress was successfully conducted on 24-25 May 2012 with the theme *Future!*
gathering of the country
signing of a joint
on the Filipino people to specifically (a) rally behind collaborative efforts to promote career guidance; (b) address talent mismatch; (c) bridge the information gap observed between the youth and the latest (Labor Market Information); and (d) provide additional mechanisms that will help shape and determine the 21st century worker and the succeeding working population.

¹ Preliminary data.

- The President also signed Executive Order No. 83, series of 2012 on 01 October 2012 institutionalizing the Philippine Quality Framework (PQF). The PQF incorporates an eight-level set of qualifications descriptions defined in terms of: knowledge, skills and values and applications to ensure alignment of educational outcomes to job requirements. The PQF will be aligned with international qualifications framework to support the national and international mobility of workers through increased recognition of the value and comparability of Philippine qualifications.

On Labor Standards and Social Protection:

- The President approved the additional 372 new positions for Labor Law Compliance Officers (LLCOs) to bring their number to 564 and to meet the ideal number of one Labor Inspector for every 120 establishments, an improvement from the previous ratio of 1:300. This measure aims to improve the corps of labor inspection system in the Philippines and to address the issue of enforcement of labor standards in sub-contracting arrangements.
- A total of 36,612 establishments have been subjected to inspection, Self-Assessment and Technical Assistance Visit (TAV) or 109.9% attainment of the target set for 2012 (33,313 establishments). Overall compliance rate with labor standards is 60.2%.
- The Regional Wages and Productivity Boards (RTWPBs) reviewed minimum wages and conducted 42 public hearings and consultations which resulted to the issuance of 13 Wage Orders for NCR, CAR, and Regions 1, 2, 3, 4A, 4B, 5, 6, 7, 8, 12, and ARMM. The WOs provided for increases in basic pay (₱2.00 to ₱23.00), and COLA (₱10.00 to ₱30.00); and COLA integration in NCR and Regions 2, 8 and 12. Meanwhile, Region 4A was the first region to adopt the two-tiered wage system² (TTWS). Sixteen (16) companies are already implementing the Productivity-Based Pay (PBP) system under Wage Order No. 15, and were issued Certificates of Compliance. The PBP ranges from ₱12.50 per day to ₱86.00 per day, on top of other incentives currently enjoyed by the workers. Supervisors and middle level managers are also given pay-for-performance, which is usually higher than those received by rank-and-file. Twenty-seven (27) other companies have reported that they are already implementing PBP schemes, majority of which are integrated into their management systems.
- The DOLE issued Department Order No. 118, series of 2012 or the Rules and Regulations Governing the Employment and Working Conditions of Drivers and Conductors in the Public Utility Bus Transport Industry. As a result, 99 Labor Standards Compliance Certificates (LSCCs) were issued to public bus companies covering 4,258 buses in NCR, CAR and Regions 2, 3, 4A, 6, 10 and 12, attesting their compliance with general labor standards (GLS) on compensation, hours of work, social welfare benefits, and safety and health. The LSCC, being issued by the DOLE to bus companies, is a requirement of the Land Transportation Franchising and Regulatory Board (LTFRB) for franchise renewal.
- The DOLE launched the 2013 Productivity Olympics during the 2012 National Productivity Convention with the theme "Building Blocks to Competitiveness," last October 17-18, 2012. Now on its fourth run, the 2013 Productivity Olympics is a biennial competition of best productivity practices for micro, small, and medium-enterprises (MSMEs) recognizing MSMEs that demonstrate

² The TTWS, as a policy reform measure, is aimed at minimizing the unintended outcomes of mandated minimum wage, improving the coverage of the vulnerable sectors, and promoting productivity improvement and gain-sharing. The system consists of a fixed entry level -skilled workers as the first tier, and a voluntary and flexible productivity-based pay as the second tier.

excellence and best productivity improvement after receiving technical assistance from the National Wages and Productivity Commission (NWPC).

- Meanwhile, the 13th National Occupational Safety and Health (NOSH) Congress this year was highlighted by the sharing of exciting topics on OSH in three plenary sessions by renowned safety and health experts from Japan, Korea, Philippines, the World Health Organization (WHO) and International Labor Organization (ILO).

On Labor Relations and Social Dialogue:

- The relentless efforts of the DOLE to facilitate settlement of labor disputes enable to sustain stable, sound, and just industrial peace by keeping the actual strikes at single digit which were resolved through amicable settlement benefiting 209 workers with ₱41 million in monetary benefits.
- A 98.34% conciliation success rate was attained, with three (3) notices of strike/lockout materializing into actual strikes and one (1) barangay road blockade affecting three (3) companies. The accumulated monetary benefits from the settlement of 168 notices of strikes/lockouts and 414 preventive mediation cases reached ₱1.91 billion which benefited 1113,566 workers.
- Implementation of the 30-day mandatory conciliation and mediation under the Single Entry Approach (SEnA) achieved 78.5% settlement rate. There were 18,062 Requests for Assistance (RFAs) settled out of the 23,004 handled by the DOLE ROs, NCMB, NWPC, and POEA. This is 8.5 percentage points above the target of 70%. Meanwhile, the NLRC achieved 31.8% settlement rate or 3,137 settled RFAs out of 9,853 RFAs handled, 38.2 percentage points lower than the target level of 70%. A total of 30,983 workers benefited from the ₱1.2 billion combined monetary benefits from settled RFAs.
- On Speedy and Efficient Delivery (SpeED) of Labor Justice, 98% or 19,920 cases were disposed out of the total of 20,314 cases enrolled under the Speedy and Efficient Delivery of Labor Justice-5 (SpeED 5) by the following DOLE offices: LS, BWC, BLR, ECC, NCMB, NLRC, and POEA. The amount of monetary benefits which were awarded to 28,775 workers reached more than ₱2.3 billion, in addition to \$350,000 awarded to two (2) OFWs.

On Governance, Sustaining Outcomes:

- In 2012, the DOLE continued to pursue more systems improvement and using online technology toward better and more efficient public services delivery. During the year, the Caraga Regional Office achieved International Standards Organization (ISO) Certification for Quality Management System (QMS) while the POEA regained its ISO 9001:2008-certification.
- The DOLE hosted the Opening Ceremony of the 23rd National Statistics Month in 1 October 2012 with the theme
hwy to Inclusive Growth
highlighted by the DOLE -Philippines or DeWS-Phil, an
interactive database of the country
Community-Based Employment Program (CBEP) Website and Online Monitoring System that houses the name, demographic profile, occupation, employment duration, and income of every CBEP beneficiary throughout the Philippines.

- **The Results-Based Performance Management System and the Productivity-Based Incentive System was institutionalized at the Department in compliance with Administrative Order 25, s. of 2011, issued by the Department of Labor and Employment. Consequently, DOLE met all four Good Governance (Transparency Seal) requirements set under the said AO.**
- **Moreover, all the Department achievements in its key policy and program reforms have been translated into Good News, which were regularly transmitted to the Office of the President and to its quad media partners. They are also published in the DOLE website for the information of the public that it serve.**

II. FINANCIAL PERFORMANCE

1. The DOLE ₱11.1 billion, includes GAA and continuing funds, with 87% utilization rate.

2011 CONTINUING BUDGET (PhP)	2012 ALLOTMENT (PhP)	TOTAL BUDGET (PhP)	UTILIZATION		REMAINING BALANCE (PhP)
			AMOUNT OBLIGATED (PhP)	RATE	
869.962 million	10.231 billion	11.101 billion	9.661 billion	87.0%	1.441 billion

2. Budget Allocation and Utilization Rate

2.1 By Budget Item (In Thousand Pesos)

BUDGET ITEM	2011 CONTINUING BUDGET (PhP)	2012 ALLOTMENT (PhP)	TOTAL BUDGET (PhP)	UTILIZATION	
				AMOUNT	RATE
PS	0.00	4,618,266	4,618,266	4,223,886	91.5
MOOE	820,984	5,240,969	6,061,953	5,158,143	85.1
CO	48,978	372,180	421,158	278,782	66.2
TOTAL	869,962	10,231,415	11,101,377	9,660,811	87.0

2.2 By Agency (In Thousand Pesos)

AGENCY	2011 CONTINUING BUDGET (PhP)	2012 ALLOTMENT (PhP)	TOTAL BUDGET (PhP)	UTILIZATION	
				AMOUNT	RATE
OSEC	36,110	2,564,324	2,600,434	2,429,448	93.4
ECC	0	86,864	86,864	64,256	74.0
ILS	483	31,137	31,620	31,359	99.2
NCMB	1,724	176,211	177,935	168,684	94.8
NLRC	8,996	772,407	781,403	779,449	99.7
NMP	3,313	119,008	122,321	98,165	80.3
NWPC	5,146	178,091	183,237	177,629	96.9
OSHC	0	118,834	118,834	109,602	92.2
OWWA	0	1,541,913	1,541,913	1,319,137	85.6
POEA	9,020	366,103	375,123	365,521	97.4
PRC	4,276	705,915	710,191	582,502	82.0
TESDA	800,894	3,570,608	4,371,502	3,535,059	80.9
TOTAL	869,962	10,231,415	11,101,377	9,660,811	87.0

III. PHYSICAL PERFORMANCE

1. **Employment Facilitation.** The DOLE facilitates the employment of Filipino jobseekers for local and overseas works through the provision of various services to improve access to employment opportunities including among others, intensified monitoring of local job vacancies and overseas manpower requirements/demands in collaboration and coordination with public and private employment providers; and continuous harnessing of modern technology to make more efficient the matching of job vacancies and skills.

Local Employment Facilitation. In 2012, the DOLE, through its network of employment intermediaries and/or providers and various programs/services, helped the placement of a total of 1.755 million workers in local employment, either wage (1,646,401) or self-employment (108,588).

- 1,152,231 job applicants were placed in all types of jobs --- most of them in wage employment --- through the country's network of Public Employment Service Offices (PESOs) as frontline institutions in job facilitation and delivery of accurate, relevant, and useful labor market information. The placement figure is 44 percentage points more than the target output of 800,000 for the year 2012.

The placements made through PESOs include the 122,321 jobseekers who were hired-on-the-spot during the conduct of 1,644 Job Fairs nationwide, indicating that an average of 74 jobseekers were placed during a Jobs Fair.

- 275,911 workers were able to find employment through the active participation of registered/accredited Private Recruitment and Placement Agencies (PRPAs) and Contractors/Sub-Contractors. The placement made by these private employment service providers is 138.0% achievement of the 2012 target of 200,000.
- 222,842 were employed through the implementation of the Special Program for Employment of Students or SPES (138,635 or 99.0% target accomplishment) and DOLE Integrated Livelihood Program or DILP (84,207). These programs are enrolled under the Community-Based Employment Program (CBEP).

The DILP helped disadvantaged and unemployed workers and other workers from the vulnerable groups to engage in various livelihood undertakings or enhance their existing sources of income, among others, through the provision of various trainings, tools and jigs and/or financial assistance. The number of beneficiaries in 2012 surpassed by 75.4 percentage points the 2012 target.

- 79,724 youth, majority of whom were newly-graduates from college, were able to find jobs through TESDA *Kasanayan at Hanapbuhay* (Kash) Program, registering a 119.6% achievement of its 66,632 target for 2012.
- 2,547 jobs were generated through the implementation of various livelihood enterprises/projects amounting to ₱393.417 million under the ₱2Billion OFW-Reintegration Program.
- 943 (94.3% target achievement) women OFW-returnees/dependents were provided with Skills Training-cum-Starter Kits under the *Balik-Pinay, Balik-Hanapbuhay!* Project, a major component project of the Reintegration Program for OFWs that assists women-OFW returnees/dependents to engage in small livelihood undertakings.

- 3,846 (113.8% target achievement) OFW returnees/dependents (OWWA and non-OWWA members) and 26 groups (108.3% target achievement) were granted with ₱10,000.00 livelihood assistance each for livelihood/enterprise development.
- 20,340 individuals and their families/dependents, particularly those affected by the recent floods, were granted with a total amount of ₱37.535 million livelihood assistance under the DOLE Adjustment Measure Program (DOLE AMP) Fund.
- The 12th National PESO Congress was held on October 10-13, 2012 at Baguio City. Anchored on the theme . The event recognized the performance and contribution of PESOs in the facilitation of employment services at the community level throughout the country. Best practices from the PESOs of San Fernando and Angeles, Pampanga, province of Sorsogon, DLSU-Dasmarinas, Cavite and the municipalities of Gen. Trias, Cavite and Dujali, Davao Del Norte were showcased during the PESO Congress.

Overseas Employment Facilitation. During the year, a total of 1.778 million workers were deployed to various country destinations worldwide. This is 106.8% attainment of the 1.664 million target for the whole year of 2012. Of the total, 80.7% or 1,434,413 were land based while 19.3% or 343,643 were sea based.

- 25,622 foreign principals were accredited/registered and 1,712 new vessels were enrolled while manpower requests approved during the period totaled to 757,089 of which 712,120 were for land based workers while 44,969 were for sea-based workers.
- 41,637 Job Orders (JOs) with a total of 604,982 manpower requirements/demands, 380,397 individual employment contracts, 6,386 new foreign-based principals, and 78,677 other documents attached to JOs were verified by the network of Philippine Overseas Labor Offices (POLOs) with the view of establishing the existence of the employing person, company or project, its capacity to hire workers at applicable rates and at desirable working conditions that are in conformity with the minimum standards prescribed by the Philippine government and/or with the labor laws and legislations of the host country.
- 2,443,131 contracts processed/Overseas Employment Certificates (OECs) were issued of which 1,995,984 were through POEA and its Satellite Offices nationwide and 447,147 were through POLOs worldwide. Essentially, the OEC exempts the OFW from paying travel tax and terminal fee.
- 32 bilateral/multilateral labor agreements were reviewed and recommended while 3 technical missions were dispatched.

Labor Market Information (LMI). During the year, the DOLE implemented massive information and education drive on all available LMI to address the perennial problem of unemployment and job mismatch and to bring - active in cascading the DOLE informing and guiding new entrants to the labor force in identifying skills and competencies that would secure them the best jobs.

- Enhanced Phil-Jobnet (E-PJN) was re-engineered to make job search more effective through a computerized job matching and referral system which resulted in the following:
 - 326,911 job applicants were registered;
 - 6,574 establishments with vacancy posting were accredited/validated; and
 - 1,235,286 vacancies were posted.
- First National Career Advocacy Congress was spearheaded by DOLE on 24-25 May 2012 with the theme
 III s directive during his 2nd State of the Nation Address (SONA) to find solutions on the compounding issue of youth employability and mismatch between jobs and skills.

The two-day Congress, which was graced by President Aquino, was the first national gathering of the country

Congress was the signing of the joint

joint statement called the Filipino people to specifically (a) rally behind collaborative efforts to promote career guidance; (b) address talent mismatch; (c) bridge the information gap observed between the youth and the latest (Labor Market Information); and (d) provide additional mechanisms that will help shape and determine the 21st century worker and the succeeding working population.

- Career Guidance Advocacy Plan that will pave the way to making national and regional labor market information more accessible to the public was developed in partnership with the Department of Education (DepEd) and the Commission on Higher Education (CHED).
- 576,692 secondary level students and their parents from 4,854 schools/colleges/universities were reached by 4,131 career guidance advocacies conducted during the year.
- Client-specific labor market Information, Education and Communication (IEC) materials have been developed and advocated, to provide timely and accurate signals on jobs and skills in demand and shortages, readily accessible to the public including the 121 Career Pamphlets or Occupational Briefs on In-demand and Hard-to-fill occupations identified in DOLE Guides which provide an in-depth look and analysis on the 11 industries/sectors viability and potential which were identified by PJF as Key Employment Generators (KEGs), among others.
- 1,392,784 individuals were reached by Labor Market Updates, reports and other publications on employment skills/supply shortages/surpluses; situationer, and industry profile. Meanwhile, institutions reached by these labor market materials totaled to 15,444.

2. **Manpower Development.** In line with President Filipinos with employable skills whether in wage or self-employment, the DOLE continued to improve/strengthen and implement its programs and services toward enhancing the quality, and global competitiveness of the Filipino workforce.

- 1,587,607 graduated from various technical-vocational education and training (TVET) programs representing 118.2% accomplishment over the year

- 9,230 merchant marine officers, ratings, maritime instructors and assessors, and other personnel in the maritime industry were trained in various training courses which is 99% accomplishment of the targeted output for the year.

Meanwhile, 20,317 certificates were issued thereby achieving 99% of the target for the year. In addition, 764 qualified merchant marine officers and other applicants were assessed and endorsed for the issuance of Certificates of Competency (COC) and Certificates of Proficiency (COP).

- 136,021 youth, unemployed workers and OFWs were granted training and educational scholarships.
- 85.5% certification rate was recorded denoting that 702,446 persons out of the 821,288 assessed were able to hurdle the assessment, ensuring that they have the necessary competence to perform the tasks consistent with the required standards in the workplace.
- Executive Order No. 83, series of 2012 was issued last 01 October 2012 institutionalizing the Philippine Quality Framework (PQF) which incorporates a eight-level set of qualifications descriptions defined in terms of: knowledge, skills and values and applications to ensure alignment of educational outcomes to job requirements. The framework aims to adopt national standards and levels for outcomes of education, to support the development and maintenance of pathways and equivalences which, provide access to qualifications and assist people to move easily and readily between the different education and training sectors and between these sectors and the labor market, and to align the PQF with international qualifications framework to support the national and international mobility of workers through increased recognition of the value and comparability of Philippine qualifications.

The adoption of a qualifications framework will benefit various sectors and stakeholders of education and training, particularly in: 1) encouraging lifelong learning of individuals; 2) providing employers specific training standards and qualifications that are aligned to industry standards; 3) ensuring training and educational institutions adhere to specific standards and are accountable for achieving the same; and 4) providing the government with common standards, taxonomy and typology of qualifications as bases for granting approvals to stakeholders.

- Spearheaded the conduct of the First National Technical Education and Skills Development (TESD) Congress in August 29, 2012 with the theme **21st Century Skilled Filipino Workforce** which generated commitments from various TESD stakeholders to clarify and resolve issues and concerns confronting TESD. It also promoted and advocated the thrust of President Benigno S. Aquino III to link TESD to the requirements of the labor market toward lessening the problem of job-skill mismatch. As a result, a draft resolution was prepared entitled **21st National Technical Education and Skills Development Congress: Investing in the 21st Century Skilled Filipino Workforce** and the final resolution of the Congress resolution was also prepared.

- Online systems for the Verification of Filipino Professionals and Ratings, Verification of Results of Licensure Examinations, and Online Application System (OAS) were developed and implemented to provide timely and prompt verification which resulted to the following:
 - 455 Licensure Examinations (86 paper and pencil and 369 WES) were conducted, representing 125.3% achievement of target for the whole year. -anomaly
 - nine (9) Special Licensure Board Examinations (SLBE) conducted in the Middle East;
 - 425,495 applications were processed/issued for a 85.3% attainment of projected output for the year;
 - 411,963 professional examinees were tested for a 99.8% accomplishment of the 2012 target;
 - 431,217 licensure examinees target for the year;
 - 664,956 professional identification cards (PICs) and certificates of registration (COR) were processed/issued, accomplishing 79.2% of the targeted annual output; and
 - 190,255 new professionals were registered and processed 474,731 renewals.

In addition, the PRC shifted from out-sourced printing of professionals ID to in-house printing as part of the Online Registration and Renewal Package. The new system allows the Filipino professionals to claim their renewed professional IDs after seven (7) workings days. The 10 PRC ROs implementing the Regional ID Printing are Baguio, Cagayan de Oro, Cebu, Davao, Iloilo, Legazpi, Lucena, Tacloban, Tuguegarao, and Zamboanga.

It entered into partnership with SM Malls and launched the PRC-SM renewal system in 06 August 2012 for the opening of PRC ID Renewal Centers at SM Malls nationwide which enabled the professionals to renew their licenses in any of the 66 SM Business Service Centers at their convenience, seven (7) days a week and during mall hours, thus, effectively extending PRC even during weekends and after government hours.

- The First Professional Summit was held in collaboration with the Philippine Association of Professional Regulatory Boards on 18-19 October 2012 at the Manila Hotel with the theme was highlighted by the signing of the 1st Professional Summit Covenant, took up the current state of the practice of the various regulated professions in the country in order to address the mismatch of supply and demand of professionals, galvanized support to and cooperation of the professional sector in the Philippine Development Plan (PDP), and came up with strategies, action plans, and recommendations to resolve pressing issues relative to global events, including climate change and risk management.
- The following were signed and issued by His Excellency Benigno S. Aquino III:
 - Proclamation No. 487 dated 02 October 2012 declaring the 3rd week of October every year as Filipino professionals play in nation building and development and citing the need to enhance their skills and competence in order for the Philippines to become globally competitive; and
 - Republic Act 10166 entitled the epeating RA 4209 or the Geology Profession Act of the Philippines. The new law upgrades geology education and the quality of geologists, as the law envisions, should be excellent, world class

and globally competitive through regulatory measures, programs, and activities. The Act also provides for the development of the professional competence of geologists through continuing professional education and the integration of the geology profession.

3. **Labor Standards and Social Protection.** The Department of Labor and Employment seeks to improve access to social protection mechanisms, improved wages, better working conditions and expanded employment opportunities for all. Central to achieving this goal, the DOLE implemented protective and welfare services to ensure decent and humane work terms and conditions, whether they are employed locally or overseas, or in the formal or informal sector.

Safeguarding Fair and Just Terms and Conditions of Employment

- 36,612 establishments employing 1.078 million workers were provided with labor standards compliance assistance or 109.9% attainment of the target of 33,313 establishments for 2012.
- The overall compliance rate with labor standards was 60.2% which is 9.8 percentage points below the target level of 70%. Meanwhile, compliance with minimum wage was placed at 80.4%.
- 55,165 workers were awarded with a total amount of ₱533.160 million through the resolution of 8,301 labor standards cases and 407 claims cases.
- 3,954 Working Child Permits (WCPs) were issued to employers and parents or guardians of children engaged in public entertainment, public information or family undertakings. In addition, 3,921 WCPs were issued to children working in public entertainment/information such as television shows, radio programs, film/theater productions, commercial advertisements and print materials while 33 WCPs were issued for children working in family undertakings.³
- 77 **Il Brothers** that employ 108,211 workers enrolled under the Big Brother-Small Brother (*Kapatiran*) Program. Under a Joint Memorandum of Agreement with DOLE, the contractors (Big Brothers) and subcontractors (Small Brothers) underwent labor standards compliance audit to ensure that work arrangements are not being used to circumvent labor rights and labor standards.

From 2007 to present, there are already 131 Brother companies employing almost 270,423 workers.

- ₱139.76 million was allocated for the hiring of additional labor inspectors to bring their number to 564 from the existing number of 224. This measure aims to meet the ideal number of one labor inspector for every 120 establishments, an improvement from the previous ratio of 1:300.

During the year, 395 applications for Labor Law Compliance Officers (LLCO) were received of which 268 were found qualified. After a series of examinations and screenings, 154 applicants were shortlisted and 26 have undergone through a panel interview.

³ BWSC Program Performance Assessment Report (PPAR) for 2012.

- Department Order No. 118, series of 2012 or the Rules and Regulations Governing the Employment and Working Conditions of Drivers and Conductors in the Public Utility Bus Transport Industry and its Operational Guidelines was issued as a result of the rapid assessment on the compensation and working conditions of bus drivers and conductors.

110 public bus companies in NCR, CAR and Regions 2, 3, 4A, 6, 10, 11 and 12 are already compliant to D.O. No. 118. These companies were already issued with Labor Standards Compliance Certificates (LSCCs), attesting their compliance with general labor standards (GLS) on compensation, hours of work, social welfare benefits, and safety and health. The LSCC, being issued by the DOLE to bus companies, is a requirement of the Land Transportation Franchising and Regulatory Board (LTFRB) for franchise renewal.

- 13 Wage Orders (NCR, CAR, and Regions 1, 2, 3, 4A, 4B, 5, 6, 7, 8, 12, and ARMM) were issued after a series of review of minimum wages and conduct of 42 public hearings and consultations. The WOs provided for increases in basic pay (₱2.00 to ₱23.00), and COLA (₱10.00 to ₱30.00); and COLA integration in NCR and Regions 2, 8 and 12.

In Region 4A, the first region to adopt the Two-Tiered Wage System (TTWS), 16 companies are already implementing the Productivity-Based Pay system under Wage Order No. 15, and were issued Certificates of Compliance by the DOLE. 12 of these companies are members of the Association of Laguna Technopark Personnel and Human Resource Administrators, Inc. (ALPHA). The PBP ranges from ₱12.50 per day to ₱86.00 per day, on top of other incentives currently enjoyed by the workers. Supervisors and middle level managers are also given PBP or pay-for-performance, which is usually higher than those received by rank-and-file. 27 other companies have reported that they are already implementing PBP schemes, majority of which are integrated into their management systems.

The TTWS, as a policy reform measure, is aimed at minimizing the unintended outcomes of mandated minimum wage, improving the coverage of the vulnerable sectors, and promoting productivity improvement and gain-sharing. The system consists of a fixed or wage level for new entrants and low-skilled workers, and a flexible wage above the floor based on worker productivity and performance of the industry and enterprises, which may be negotiated between the employer and the workers. Four (4) area-based orientations/workshops were conducted in Baguio City, Tagaytay City, Cebu City and Davao City this year. Guidelines were issued last September 2012 and Q and A on the TTWS concept was prepared.

Philippines .00 (\$9.60 10.50) is higher when compared to Cambodia (\$2.03), Vietnam (\$2.22 3.18), Indonesia (\$2.94 5.37), China (\$4.01 7.91), and Thailand (\$6.96 9.41) based on the Statistics on Comparative Wages in Selected Asian countries as of 29 June 2012.

- 237,565 workers and employers from 11,569 companies were reached by productivity trainings, orientations and campaigns. This includes the 208,563 workers and employers (101.7% of the 205,000 target for the year), who participated in *Operasyon PAWIS (Pagpapatupad ng Wasto at Itinalagang Sahod)*, a public awareness campaign to increase workers and employers about the applicable minimum wage rates by region, industry, and/or locality.

- Integrated Ladderized Productivity Training Framework finalized on January 6, 2012. Posted and can be assessed in the NWPC website.
- The National Productivity Convention with a theme to Competitiveness," was conducted in October 17-18, 2012 highlighted by the following the following activities: Productivity Talks, 2013 Productivity Olympics Kick-off, Forum of Winners of Productivity Olympics and Trade exhibits. The 2013 Productivity Olympics is a biennial competition of best productivity practices for micro, small, and medium-enterprises (MSMEs) recognizing MSMEs that demonstrate excellence and best productivity improvement after receiving technical assistance from the NWPC.

Welfare and Protection Services

- 72,556 vulnerable workers from the informal sector were enrolled to government security schemes, surpassing the target output by 57.0 percentage points. Of the total, 68,900 enrolled with Philhealth, 21,248 with the Social Security System (SSS), 12,315 with Pag-Ibig, and the rest to other alternative social security schemes.
- 718 women sugar workers were paid with total amount of ₱1.436 million under the maternity benefit component of the Social Amelioration Program in the Sugar Industry while 699 sugar workers ₱4.893 million death benefit claims.⁴
- 196,815 workers from 2,068 establishments were provided with DOLE-initiated family welfare-related services and activities, surpassing the target for the year by 369.7 percentage points. In addition, 1,539 establishments were provided with technical, referral and other services of which 693 have Family Welfare Committees (FWCs).
- 3,348 child laborers were removed from child labor through the *Sagip Batang Manggagawa* (SBM) rescue operation (230), monitoring of informal sector activities, and provision of livelihood to parents of child laborers (360), and educational assistance (2,560). In addition, 3,391 children at risk from engaging in child labor were prevented through the provision of livelihood assistance to parents of children (508), and educational assistance (2,883).
- Massive campaign for a Child-Labor Free Barangay Campaign and capacity-building on child labor-related activities resulted in the following: creation of 172 Barangay Councils for the Protection of Children (BCPCs), and forging of 99 agreements, accords and other forms of cooperation with LGUs.
- 812,855 prospective overseas Filipino workers and other participants were covered by 862 Pre-Employment Orientation Seminars (PEOS) and 1,377 Pre-Deployment Orientation Seminars (PDOS).
- Various assistance and services were undertaken and provided in support of the campaign against Anti-Illegal Recruitment/Trafficking in Persons, as follows:⁵
 - 133 illegal recruitment (IR) cases with 263 complainants were filed to proper authorities (58 cases to DOJ, and 75 cases to the different CPO/PPO) for the conduct of preliminary

⁴ Ibid

⁵ POEA

-Illegal Recruitment/Trafficking in Persons, submitted to PS on 24 January 2013.

investigations. Meanwhile, eight (8) entities confirmed engaging in IR activities were ordered for closure and 19 manning agencies found conducting IR of seafarers at Luneta Seafarer th appropriate charges;

- Appeared as Special Counsels (POEA AIRB Lawyers) for the 233 complainants in 60 cases endorsed for preliminary investigations and during hearings of 15 cases (64 Court appearances);
 - Two (2) cases of Trafficking-In-Persons for forced labor, with one (1) adult complainant each, were filed at the DOJ for the conduct of preliminary investigation;
 - As a result of the monitoring IR cases, three (3) decisions on IR with guilty verdicts were received;
 - Legal assistance to workers repatriated from Syria were provided in which 14 IR cases were endorsed to the different Provincial Prosecution Offices for the conduct of preliminary. In addition to the criminal cases filed, 45 recruitment violation complaints were filed against 23 recruitment agencies for investigation for possible violation of Section 2b, d, and e of Rule 1, Part VI of the 2002 POEA Rules and Regulations;
 - 142 cases involving 244 offloaded passengers were turned over by the Bureau of Immigration (BI) for further investigation. In connection with these cases, Order of Preventive Suspension (OPS) were meted against six (6) recruitment agencies involved in the recruitment and deployment of the offloaded passengers;
 - 173,096 persons were covered by 3,324 AIR-TIP campaign activities that were conducted nationwide while almost 66,346 clients were reached by various AIR-TIP information, education and communication materials that were disseminated. Likewise, 1,495 participants from the LGU and NGO partners were trained as PEOS Resource Persons under the Capability Enhancement Training (CET) Program for to meet the objective of reaching out to the grassroots through multiplier effect; and
 - 97 Memoranda of Agreement (MOA) were forged, of which 89 were with LGUs and eight (8) were with other partners (academe, NGOs, and non-LGUs).
- 1,042,921 OFWs -local/162,240-on-site) membership (new and renewal) to OWWA was facilitated, generating an estimated amount of ₱1.128 billion while 2,542 OWWA members or families of OFWs were assisted in processing death and disability benefits claims amounting to ₱213 million.
 - 11,341 Filipino workers were repatriated by the network of POLOs, of which 7,007 were regular OFWs, 3,888 were irregular Filipino workers, 73 were minors, and 375 were human remains. In addition, some, 7,600 Filipino workers were provided with airport assistance.

2.082 million OFWs on-site were also provided with other forms of assistance/services, including temporary shelter or accommodation, trainings/information dissemination, endorsement to/clearance with Deportation Centers, medical/hospitalization, hospital/jail/deportation/work or

camp site visitation, case management, OEC issuance, OWWA membership, and community outreach services, among others.

Meanwhile, 61,186 OFWs were assisted by OWWA through its 24/7 Operations Center, including reintegration services, capability-building trainings, entrepreneurship programs, and educational scholarships, and halfway home accommodation, among others.

Work Accidents/Illnesses Prevention and Work Rehabilitation

- 15,884 workers from 5,491 companies were provided with basic, advance and specialized trainings on occupational safety and health (OSH), and 64,101 workers from 211 companies benefited with technical assistance and services for Work Environment Measurement (WEM) and Occupational Health Services.
- 1,895 tests were completed and 1,027 specimens tested for Personal Protective Equipment (PPE) testing; 15 Training Organizations and 35 consultants were accredited under the OSH Accreditation of STOs and SCOs.
- 5,602 Construction Safety and Health Program (CSHP) applications were approved with 236 construction works/projects sites inspected covering 336 contractors/subcontractors.

399 construction sites have trained Safety Officers, in addition to the 35 construction sites in 2011 while 57 have accredited OSH Practitioners.

- 28 fatalities and 62 injuries (41-construction; 37-manufacturing -ship building; 8-others) from work accidents were reported/investigated through Work-ALERT.
 - Occupationally-disabled workers (ODWs) were provided with various assistance, including the 62-State Insurance Fund funded vocational and entrepreneurial trainings facilitated, through the *Katulong at Gabay sa Manggagawang May Kapansanan* (KAGABAY) Program; 92 ECC-funded rehabilitation services (physical/occupational therapy services and rehabilitation appliances) ODWs facilitated; and 183 psychosocial counselling services and release of EC benefits facilitated for all victims through the Quick Response Program. Meanwhile, a total of 9,909 workers from 2,603 companies benefited from the 189 advocacy seminars on Work Contingency Prevention Program conducted by ECC.
 - The 13th National Occupational Safety and Health Congress (NOSH) was conducted this October 2012 at the OSHC, Q.C. The Congress which was highlighted by the sharing of exciting topics on OSH in three plenary sessions by renowned safety and health experts from Japan, Korea, Philippines, the World Health Organization (WHO) and International Labor Organization (ILO).
4. **Labor Relations and Social Dialogue.** The DOLE exhausts all means to promote industrial peace through education, expeditious and fair resolution of labor disputes, enhancement of labor-management cooperation, and creation of venues for social dialogue to preserve jobs and to enhance the quality of employment in the country.

Conciliation/Mediation of Cases

- **Strikes and Lockouts.** Peaceful industrial peace climate was maintained by keeping the actual strikes and lockouts at a minimum with only three (3) actual strikes. The said strikes were resolved through amicable settlement benefiting 209 workers with ₱41 million in monetary benefits. Notable also was the use of a barangay road blockade in CARAGA which affected the operations of three (3) palm oil plantations. The same were settled in early January 2013.

184 new notices of strike/lockout were docketed during the year, 25% lower compared to the NS/L cases docketed during the previous year. Including the 38 carried-over cases from 2011, 222 notices of strikes and lockouts were handled, of which 87% (194 cases) were disposed and 78% (174 cases) were settled.

Monetary benefits amounting to more than ₱621 million from the settlement of 168 notices of strike/lockout cases were facilitated for 7,054 workers.

A 98.34% conciliation success rate was attained, with three (3) notices of strike/lockout materializing into actual work stoppages.

- **Preventive Mediation.** Including the 43 carried-over cases from last year, 470 cases were handled during the period, of which, 93% (436) were disposed and 88% (414) were settled.

More than 6,500 workers were benefited with almost ₱1.3 billion accumulated monetary benefits from the 414 settled preventive mediation cases.

Compared to last year -filed preventive mediation cases was 24 % percentage points lower.

- **Single Entry Approach (SEnA).** Under SEnA, wherein all issues involving workers and management undergo mandatory conciliation and mediation for 30 days thereby preventing them from becoming full-blown cases, the following were attained:
 - 78.5% (18,062 Requests for Assistance (RFAs) were settled out of the 23,004 handled) combined settlement rate for DOLE ROs, NCMB, NWPC, and POEA. This is 8.5 percentage points above the target of 70%.
 - 31.8% settlement rate of RFAs (3,137 were settled out of 9,853 handled) for National Labor Relations Commission (NLRC), which is 38.2 percentage points lower than the target level of 70%.
 - 30,983 workers benefited from the more than ₱1.2 billion in combined monetary benefits from settled RFAs.

Adjudication of Cases

- 98% or 19,920 cases were disposed out of the total of 20,314 cases enrolled under the Speedy and Efficient Delivery of Labor Justice-5 (SpeED 5) by the following DOLE offices: LS, BWC, BLR, ECC, NCMB, NLRC, and POEA. These agencies facilitated the awarding of more than ₱2.3 billion in monetary benefits to 28,775 workers reached, in addition to \$350,000 awarded to two (2) OFWs.

Of the 20,314 cases handled under SpeED5, 4,433 were carried over from previous Project SpeED implementation out of which 4,218 were disposed.

Labor and Employment Education Program

- 324,359 workers, employers and, graduating students (62.2 percentage points more than the projected annual output) were reached by the conduct of 4,634 seminars and orientations on various labor and employment-related topics/modules.
 - 23,982 workers and employers of 2,888 companies were reached by 697 Labor Relations, Human Relations, and Productivity (LHP) seminars, representing 88% of the target seminars of 792 for 2012. In addition, 465 labor organizations and 4,151 companies were covered by 740 LHP advocacies that were conducted during the period.
 - 66,353 workers and management representatives of 10,853 companies were covered by 1,731 Continuing Labor Education Seminars/Special Topics (CLES) that were conducted nationwide, registering a 133% attainment of the 1,299 target seminars for 2012.
 - 234,024 students, including their parents, from 1,356 schools/institutions nationwide were reached by the conduct of 1,466 Labor Education for Graduating Students (LEGS) seminars, representing 125% of the 1,172 targeted LEGS seminars for the year.
- *Employment Guide for Students and Jobseekers* that brings together in one publication the various programs and services of the Department that correspond to the cycles of wage employment and self-employment was developed as a result of the series of meetings which was held in order to revitalize the Labor and Employment Education Program (LEEP) pursuant to Administrative Order No. 159, s. 2011. The Guide is posted at the DOLE website and for publication and shall be translated to the Filipino vernacular.

Workplace Cooperation and Partnership

- 229 Labor Management Councils (LMCs) were facilitated, attaining 101% of its annual target while 1,013 LMCs were strengthened, recording an 89.5% accomplishment of the whole year target of 1,132.
- Of the 1,959 companies with LMCs, 1,769 or 90.3% are dispute-free and only 9.7% or 190 companies had conciliation-mediation cases. These indicate the effectiveness of LMCs in cultivating good labor-management relations in companies.

Grievance Machineries (GMs) and Voluntary Arbitration (VA)

- 315 grievance machineries (GMs) were institutionalized/operationalized or 99.1% of the targeted output of 318 in 2012, while 1,100 GMs in both organized and unorganized establishments were enhanced or 102.6% of the 1,072 target for the year.

As of end of December 2012, there are 2,384 existing GMs nationwide ready to process workplace grievances, of which 1,596 are in organized establishments and 786 in unorganized establishments.

- 169 new cases were submitted to voluntary arbitration (VA). Including the 85 carried-over cases from the previous year, 254 VA cases were handled of which 67% were disposed, 54% were decided,

and 10% were settled. More than ₱239 million in benefits from the settled VA cases were facilitated for 1,685 workers.

Tripartism and Promotion of Venues for Social Dialogue

- 41 new Voluntary Code of Good Practices (VCGPs) were forged in various industries nationwide bring the total to 81 VCGPs forged since 2010, as follows:

Region	Number of VCGPs created/ forged	Industry/ies
	1	- Hotel and Restaurant
CAR	2	- Academe and Hotel & Restaurant
Region1	4	- Hotel & Restaurant (3) - Tobacco (1)
Region2	1	- Hotels, Restaurants and Resorts
Region 3	8	- Mining ((1) - BPO (1) - Aviation (1) - School (1) - Construction (4)
RO 4A	1	- Subcontracting
RO 4B	4	- Mining (1) - Tourism (2) - Security (1)
RO 5	2	- Power and Hotel & Restaurant
RO 6	3	- BPO - Hospitals - Hotel & Restaurant
RO7	1	- Shipbuilding and Repair
RO8	1	- Academe
RO9	2	- Construction - Hotel & Restaurant
RO10	3	- Sugar - Construction - Hotel & Restaurant
RO11	1	- Construction
RO12	4	- Rubber - Pineapple - Abaca - Hotel and Restaurant
CARAGA	3	- Eco-Tourism - Maritime - Plantation

- **Incentivizing Compliance Program.** The Operational Guidelines on the Issuance of a Tripartite Certificate of Compliance with Labor Standards (TCCLS) or DO 115 was signed in 10 September 2012. The TCCLS is a requirement to qualify for the *Gawad Kaligtasan at Kalusugan* and Child Labor-Free

Establishment awards. It is also a pre-qualification requirement for the DOLE Secretary Compliance Award or the Tripartite Seal of Excellence, which is the highest award.

128 establishments enrolled under the ICP submitted by 16 regions: CAR-9; NCR-12; I-5; II-4; III-5; IV-A-25; IV-B-7; V-3; VI-4; VII-7; VIII-9; IX-4; X-4; XI-15; XII-9; and XIII-6. These are potential enrollees vying for the seal of excellence.

- Seven (7) new Tripartite Industrial Peace Councils (TIPCs) and 62 new Industry Tripartite Councils (ITCs) were established/created.
- 17 advocacy undertakings/activities were conducted on the Joint DOLE-PNP-PEZA Guidelines covering Security Guards under the PNP-SOSIA, MMDA personnel, PEZA security agencies and HR personnel, and PMAP members in compliance with the Ratified International Labor Standards.
- The TIPC Secretariat monitored the following:
 - Issuance of four (4) TIPC resolutions for Clothing and Textile ITC, Automotive Assembly ITC, and 13 TIPC Monitoring Body resolutions.
 - Discussion on four (4) bills with recommended appropriate action; consultations with the Bureau of Internal Revenue (BIR) on workers Progress Report; and approval of two (2) Administrative Orders (A.O. 89, on creating a Tripartite Monitoring Team on Compliance with Labor Standards and A.O. 104, on the Operational Guidelines on Inter-Agency Coordination and Monitoring of Labor Disputes) during the four (4) TIPC, eight (8) Regular Tripartite Executive Committee (TEC), five (5) TEC Labor Sector and six (6) TEC-AFP Meetings.
- Facilitated the conduct of the following:
 - 1st Tripartite Dialogue with the President cum Labor Day (1 May 2012),
 - National Workers Congress (23 August 2012),
 - Meeting of the Secretary with PAG-IBIG (6 June 2012),
 - Meeting of the Secretary with NAPC (20 July 2012),
 - Meeting of the Secretary with PACCI (3 October 2012),
 - National Constructors Forum for Luzon-Wide (08 November 2012), and
 - Education Tripartite Forum of K to 12 (14 November 2012).

5. **Governance, Sustaining Outcomes.** The DOLE continued to pursue more systems improvement and using online technology toward better and more efficient public services delivery. In 2012, two (2) DOLE agencies, the Philippine Overseas Employment Administration (POEA) and Caraga Regional Office, achieved International Standards Organization (ISO)-certification of their systems and processes which is expected to result to greater efficiency in service delivery and transparency.

Providing free and immediate assistance/services to the public, as follows:

- 2,922 advises and referral to other offices to external clients or the public were rendered by the Public Assistance and Complaints Unit (PACU);

- 17,455 queries on various were responded, as follows:
 - 190 through the Public Assistance Desk (PAD);
 - 10,653 through the Legal Service (LS);
 - 6,612 through the DOLE Call Center: Labor Standards and Social Protection (4,825), Labor Relations (1,341), Employment (290), and other concerns (156). Majority of the queries were verification on the following: holiday pay (1,661), 13th month computation and rules (592), separation/termination pay and rules (339), and the rest were on varied concerns/topics.
- 163 clients/public were served by the DOLE Library.

Rendering legal services to DOLE officials and employees

- 42 replies to internal queries and legislative bills were prepared and submitted.
- 142 pleadings to Higher Courts were filed.
- 54.0% or 13 out of 24 administrative cases were disposed while 56.0% or 28 out of 50 administrative complaints were disposed.

Managing financial resources

- Monitored ROs effort to clean dormant accounts and in compliance to obtain a 100% liquidation of all loans receivables and grant, including the reiteration of submission of request for write-off of dormant accounts. Initial results were presented to the Visayas-Mindanao ROs during the workshop held in Cebu City on May 18, 2012.
- Continuing review and evaluation, prior to processing and release, of requests for funding of emergency, livelihood and reintegration programs; contracts and proposals, among others.
- Facilitated the release of almost ₱9 million DOLE Adjustment Measures Program (DOLE AMP) Fund for emergency employment and livelihood undertakings of displaced workers in NCR and Region 4A, and workers affected by calamities in Regions 7 and 10.
- Prepared various reports and support documents for the 2013 DOLE Budget Hearing as well as actively participated/attended Budget Hearing Sessions and meetings.
- Monitored the utilization of the DOLE ₱11.101 billion (includes GAA and continuing funds) with 87% utilization rate.

Providing effective internal control systems

- Developed the DOLE Internal Control Manual and DOLE Internal Auditing Manual as guides in conducting management and operations audits and enable DOLE officials and management to appreciate the extent of their respective accountabilities and responsibilities over government transactions. The Manuals are envisioned to help in achieving desired results and objectives through effective stewardship of resources.

- Completed the conduct of Results-Based Assessment of the DOLE Integrated Livelihood Program (DILP) in 16 DOLE Regional Offices to determine the degree of the attainment of the Program objectives through the administration of survey questionnaires with selected beneficiaries from 2010 to 2011.
- Pilot-tested the National Government Internal Control Systems (NGICS) through the conduct of management and audit operations audit of the PRC Central Office and Baguio City Regional Office covering PRC functional areas namely, Licensure, Registration, and Financial Systems. As part of the audit, the Internal Audit Service (IAS) witnessed the conduct of March 2012 Licensure Examination for Teachers (LET), from the hauling to distribution of test booklets, roving to schools where the examinations were held, and shredding of all test booklets at printing office. Physical observations were also undertaken on the securities instituted in transporting the test booklets and its subsequent distribution to various examination schools. The audit focused on unmatched names of examinees of LET, replacement of Permanent Examination and Registration Record (PERRC), accountability of Board Certificates, collecting systems and level of performance of PRC.

A management audit of DOLE NCR

validate the office

policies concerning the audit areas for CY 2011 which are the leave administration, issuance of permits and registrations such as Alien Employment Permit (AEP), Union and CBA Registration, Accreditation of Safety Officers, and Accreditation of Co-Partners, and the DILP.

The audits g exit conferences which were acknowledge by the audited offices and assured that results will be given serious consideration which may include crafting applicable internal policies align with the Department guiding principles and procedures in pursuit of transparency and accountability in government.

Continuing DOLE Workforce development

- Implemented the online testing/examination for applicants to DOLE vacancies to measure the qualities of candidates through the following types of assessments: critical thinking and reasoning, personality type indicator, counterproductive behavior, management skills, and leadership effectiveness.
- Facilitated the employment of 122 newly-graduates/unemployed youth under the Government Internship Program (GIP).
- Coordinated and facilitated the conduct of free health and wellness activities DOLE Central Office personnel, including eye check-up/refraction, blood sugar/cholesterol screening, bone scanning, and hepatitis B vaccination, among others. 694 DOLE employees who were victims of calamities were also provided with assistance in the form of free groceries.
- Posted to the DOLE website seven (7) information required under the Transparency Seal Heading.
- Facilitated and coordinated various trainings, seminars, orientations, learning sessions and conferences, local and foreign, as part of the Competency Development Program for DOLE personnel, including those in the attached agencies. Likewise, online examinations were undertaken for identified potential successor in line with the Management Succession Program and 12 sessions of

Moral Renewal Seminars and two (2) sessions of Lenten Recollection were completed for DOLE Central Office personnel.

- Facilitated the screening of 385 Labor Law Compliance Officers (LCCOs) applicants of which 263 were found qualified. Of these, 154 were shortlisted and were administered with appropriate examinations and 35 were already interviewed by the Panel.
- Posted in the DOLE website for filling up vacant positions in the Department, which was approved by the Secretary on September 24, 2012
- 1st and 2nd National Tripartite Efficiency and Integrity Board Meetings were conducted in August and September 2012 which was attended by DOLE Officials and employees with Labor and Management Sector Representatives. The revised DOLE Proposed Efficiency and Integrity Plan was presented. Meanwhile, the 10th draft of the Rules on Disposition of Administrative Complaints and Cases in the DOLE was presented and consultation meeting with the Civil Service Commission was undertaken in November 2012. Meanwhile, DOLE Statistical Report on the Status of Administrative Cases and Complaints was regularly posted in its website.
- Released and distributed to all DOLE employees (new and old) the Employee Guidebook with Frequently Asked Questions on the Code of Conduct (COC) starting 20 February 2012.
- Reviewed/evaluated the Office Performance Contract Review (OPCR) of all agencies/offices and endorsed to the Secretary for approval. Approved OPCR were referred to concerned offices for monitoring and evaluation purposes.

Promulgating labor and employment policy initiatives through issuance of Department Orders and other issuances, as follows:

- D.O. 112-A or Amending the Guidelines on the Implementation of the Special Leave Benefit for Women Employees in the Private Sector;
- DO No. 115-A or the Operational Guidelines on the Issuance of a Tripartite Certificate of Compliance with Labor Standards (TCCLS);
- DO No. 118-12 or the Rules and Regulations Governing the Employment and Working Conditions of Drivers and Conductors in the Public Utility Bus Transport Industry;
- D.O. 119-12 or the Rules Implementing Republic Act No. 10151 (An Act Allowing the Employment of Night Workers, thereby Repealing Art. 130 & 131 of the Labor Code);
- DO No. 120-12 or Amending Certain Provisions of DO No. 97-09 entitled Revised Rules for the Issuance of Employment Permits to Foreign Nationals;
- D. O. No. 121-12 or Guidelines on the Release and Utilization of P1million Cash Relief Assistance for the Families of Sugar Workers and Small Sugar Planters Affected by Flooding Caused by
- D.O. 122-12 or PDOS for HSWs Bound for Saudi Arabia;
- DO 124-12 or the Guidelines in the Accreditation of Establishments in the Posting of Vacancies in the PJN System;
- Department Circular No. 01 Clarifying the Applicability of DO 18-A, series of 2011, to Business Process Outsourcing (BPO)/Knowledge Process Outsourcing (KPO) and the Construction Industry;
- Department Circular No. 02 or the Manual of Procedures in Handling Complaints on Trafficking in Persons, Illegal Recruitment and Child Labor;
- Memorandum Circular No. 02, Series of 2012 identifying Computer Numerical Control (CNC) Machinist as Mission Critical Skill;

- MC No. 02-A, Series of 2012 identifying Servo Valve Assembly Technician, Servo Valve Test Technician; Servo Actuator Assembly Technician, & Servo Actuator Test Technician as Mission Critical Skills in the aerospace products and parts manufacturing industry; and
- NWPC Guidelines No. 1 or the Operational Guidelines on DO 118-12 or the Rules and Regulations Governing the Employment and Working Conditions of Drivers and Conductors in the Public Utility Bus Transport Industry.
- Guidelines on the Conduct of the DOLE, DILG, DND, DOJ, AFP and PNP Relative to the Exercise of Workers (signed on 07 May 2012);
- Guidelines for the Certification and Decertification and Creating for the Purpose a Workers Rights Review Board (approved on 29 October 2012).

Supporting policy/decision-making processes and program/ project enhancement/development through researches and statistics

- Completed the following researches/studies/technical papers:
 - Tracer Study of NMP Graduates (2007-2011) Phase I;
 - Labor Marketing Information for Sea-based Skills (LMISS);
 - Philippine Policy and Practice on Domestic Work vis-à-vis Convention 189 Assessment of Responses;
 - A Study on Multi-Employers Bargaining Policy in the Philippines: Knowledge, Attitudes and Practices Among Social Partners;
 - Profiling of Selected Workers Associations in the Informal Economy;
 - Towards Attaining Harmony at the Workplace Study on Best Practices at the Workplace Dispute Settlement Mechanism: Prospects for Policy;
 - A Study on Union Leadership and Accountability;
 - ASEAN 2015: Implications to People Mobility and Services;
 - Growing Rural Employment through Community-Based Tourism;
 - Employment Mainstreaming of Workers with Disability;
 - Enhancing Decent Work Outcomes of Small-Scale Gold Mining;
 - Hazard At Work: A Study of Child Labor in Crop Agriculture;
 - Exploring Responses to the Employment Impact of Excise Tax Reform: The Case of the Philippine Tobacco Industry;
 - A Study on the Working Conditions of Home Workers;
 - Mapping-out Employment Opportunities in the Cultural Heritage Sector: A Strategic Framework;
 - Developing a Results-Based Public Sector Governance System (RBPSGS) Towards Enhancing Efficiency and Inclusiveness in the Philippine Labor Market;
 - Determinants of Regulatory Quality: A Framework for Analysis;
 - Various paper as inputs to Kasambahay Bill, including the following: three (3) options on the adjusted computation of wages, all regions;
 - Comparative analysis of minimum wage, poverty threshold and average wage for all regions;
 - Impact of Minimum Wages on Collective Bargaining;
 - Two-Tiered Wage System (TTWS) for Public Utility Vehicle (taxi and jeepney);
 - Bus Transport Industry; and
 - Methodology for Estimating Labor Productivity (LP).

- Release/posted at www.bles@dole.gov.ph and disseminated to concerned offices/entities the following:
 - Results of four (4) Labor Turn-Over Surveys (3rd & 4th Quarters 2011; 1st & 2nd Quarters 2012);
 - Current Labor Statistics (4 quarterly issues and 3 monthly issues);
 - LABSTAT Updates (35 issues);
 - 2012 Yearbook of Labor Statistics;
 - 2012 Philippine Industry Yearbook of Labor Statistics;
 - 2012 Gender Statistics on Labor and Employment;
 - EasyStat on Employment-to-Population Ratio; and
 - Updates on Job Displacements Due to Economic Reasons (12 Reports).
- Hosted the 23rd national statistics month this October 2012 with a theme Monitoring Decent Work Through Statistics Pathway to Inclusive Growth. The event which is focused on decent work was highlighted with the DOLE -Philippines or DeWS-Phil. It is an interactive database of the country unveiled the Community-Based Employment Program (CBEP) Website and Online Monitoring System that houses the name, demographic profile, occupation, employment duration, and income of every CBEP beneficiary throughout the Philippines.
- Conducted Tripartite Validation Workshop of the Philippines Decent Work Country Profile in collaboration with ILO, and Field Enumeration Training on 2012 Occupational Wages Survey (OWS) and 2011/2012 BLES Integrated Survey (BITS) for RO Personnel and Enumerators.
- Completed Philippine Policy and Practice on Domestic Work vis-à-vis Convention 189 Assessment of Responses; Philippine country paper on Tripartite Efforts for Reform: Policies and Strategies to Make the Philippines Ready for Regional Trade; three (3) briefing notes; seven (7) policy briefs; and two (2) research reports.
- Facilitated the conduct of 12 round-table discussions, fora, and consultations, to include Cultural Heritage Tourism Employment Forum, Men Left Behind: The Social Costs of Feminized Labor Migration in the Philippines, DOLE-World Bank Technical Discussion on International Evidence on Labor Market Policies: Best Practices and the Role of Labor Market Policies, and Working at Sea: Forum on the Working Conditions of Filipino Seafarers in the Domestic Shipping Industry, among others.
- Forum on the Development of Productivity Frontliners/Specialists conducted in February 2012.

Continuing dissemination of information on labor and employment services and developments through:

- Preparation and dissemination of news releases to various qua-media channels (print, radio, TV, and online). In 2012, 21 news releases were originally published in print media which attained 53 publication exposures in nine (9) major broadsheets and 10 tabloid newspapers. These news releases articulated the programs and activities of the Department.
- Media briefings and grant of interviews in TV and radio programs.

- Continued webpage maintenance and regular publication of newsletters, such as DOLE Good News, The Voyager (NMP), News Today (TESDA), NCMB Chronicles, and BLE News Feed; and other related materials.

Ensuring the implementation and attainment of DOLE's key targets and commitments

- Monitored and reported DOLE plans/commitments and accomplishments concerning the Philippine Labor and Employment Plan 2011-2016, and Presidential Directives, among others. It worked with the Department of Budget and Management (DBM) and the AO 25 Secretariat on the formulation/development of indicators for the Department (Form A) and FY 2012 Department Targets on Key Programs and Projects (Form B) as requirements for the Performance-Based Incentives System.

Towards the end of the year, the progress of the Department in attaining the targets contained in Forms A and B was closely monitored to qualify to the Performance-Based Bonus (PBB) Eligibility.

- Continued the maintenance of the Statistical Performance Reporting System (SPRS) which serves as DOLE provision of replies to various queries and technical assistance related to the Online Reporting System.
- Conducted training workshops for concerned government instrumentalities for the development of CBEP Manual and Online Monitoring and Reporting System to ensure coherence in understanding and reporting of jobs generated through the implementation of infrastructure and non-infrastructure projects that were enrolled under CBEP by National Government Agencies (NGAs), Local Government Units (LGUs), Government-Owned and Controlled Corporations (GOCCs), and Government
- Provided 24 X 7 access to DOLE website and network services, including homepage and network monitoring and maintenance, continuous scanning of servers and monitors for virus, isolating or dealing with hacking incidence, and providing timely technical services to DOLE offices.

It also conducted orientations on DOLE website and Online SPRS usage for personnel who will be deployed to overseas assignments.

- Facilitated the upgrading of internet-based lease line (4Mbps for ISP backup and 8Mbps for main line) to ensure and support the deployment of web-based systems.

Building administration, records management/management, supply and procurement, cashiering, security, janitorial and custodial work

- Continued the E-Filing system for easy retrieval of relevant documents for 2012, including seven (7) Department Orders, 480 Administrative Orders, 570 Memoranda and other related documents.

- Generated the amount of ₱193,213.97 through the following:
 - Disposal of 317 units of unserviceable properties that generated proceeds amounting to ₱112,146.75;
 - Disposal of 7.9212 cubic meters or 21.8 kilos of valueless records, generating ₱15,472.22 and creating more storage space for the records keeping area;
 - Disposal of corrugated metal sheets, yielding ₱49,735.00; and
 - Disposal of recyclable materials such as plastic bottles, cartons/boxes, newspapers and empty and used ink, toner, and ribbon cartridges yielding ₱15,860.00 under the Green Our DOLE DOLE Program (GODP).
- Received the best offer from interested bidders as a result of posting in the PhilGEPS the request for Price Quotation of Projects with an approved budget for the contract (ABC) of more than ₱50,000.00 which generated savings of ₱1,103,676.23.
- Provided repair and renovation services to various offices of the Department, including the repair and maintenance of DOLE vehicles. It upgraded the CCTV camera by adding 10 cameras in addition to the existing eight (8) cameras, including the relocation of site for the recorder and monitor.
- Provided cashiering services that include collection and deposit of cash, issuance checks for payment of DOLE premiums to PhilHealth, GSIS, and, BIR, among others. It also rendered secretariat functions to the DOLE Central and Bureau Bids and Awards Committees, including the preparation of support documents and the coordination with concerned personnel/ offices.

Supporting international affairs and overseas operations

- Provided technical and administrative support to the Philippine hosting of the SLOM and Ministerial Meeting of the Destination and Origin Countries in Asia (Abu Dhabi Dialogue II) which was held on April 17-19, 2012 at Hotel Sofitel Philippine Plaza, Pasay City. The meeting resulted in formulation of ADD 2012 Framework of Cooperation, and Interim Operating Modality.
- Provided administrative and technical support in the review, formulation and negotiation of BLAs which resulted to four (4) signed agreements, as follows: PH-Lebanon on Labor Cooperation, PH-Jordan on the Principles and Protocols for Regulating Deployment and Employment of Filipino Domestic Workers, PH-Kuwait in the field of labor, and PH-British Columbia on Joint Communiqué on areas of mutual benefit with respect to labour mobility.
- Facilitated the conduct of 2012 POLO Conference for Middle East Posts In January 2012 in Dubai and the 2012 POLO Conference held in Tagaytay City on December 26-29, 2012. The said Conferences were held to further enhance the operations of the network of the Philippine Overseas Labor Offices, particularly in the delivery of services for the Filipino workers.
- Developed the Foreign Labor Operations Information System (FLOIS), including the installation of system prototype at DOLE server. The said system was demonstrated to DOLE management and is ready for pilot-testing as pre-condition for user acceptance.

- **Provided support to the attendance of 71 DOLE officials/officers to 54 meetings/conferences/ fora/seminars/study visits in which four (4) were Ministerial level. Likewise, various position papers/ statements were prepared and submitted in compliance with the obligations/commitments of membership to international;/regional bodies (i.e., UN, ILO, IMO, IOM, ASEAN, APEC, ASEM, APO, OECD, and GFMD, among others).**
- **Established manpower pool of qualified and trained POLO officers and personnel based on new deployment guidelines and pre-departure training curriculum.**