



Republic of the Philippines
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Province of Occidental Mindoro
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EXECUTIVE ORDER NO. 71
Series of 2020

"GUIDELINES AND PROCEDURE FOR THE OPERATION OF HOTELS, OTHER ACCOMMODATION ESTABLISHMENTS, RESTAURANTS AND TOURIST DESTINATIONS UNDER THE MODIFIED GENERAL COMMUNITY QUARANTINE (MGCQ) IN THE PROVINCE OF OCCIDENTAL MINDORO AND FOR OTHER PURPOSES"

WHEREAS, the Department of Tourism issued Administrative Order No. 2020-002 entitled "Guidelines on the Operations of Hotels and Other Accommodation Establishments Under a Community Quarantine" which was subsequently amended by Administrative Order No. 2020-002-A;

WHEREAS, the IATF Omnibus Guidelines on the Implementation of Community Quarantine in the Philippines allow dine-in restaurants, fast food and food retail establishments to operate at a maximum of fifty percent (50%) of seating capacity;

WHEREAS, in IATF Resolution No. 42 Series of 2020, the IATF approved the joint recommendations of the Department of Trade and Industry (DTI) and the Department of Tourism (DOT) on health protocols to be observed on restaurant dine-in operations;

WHEREAS, under DTI Memorandum Circular No. 20-22, Category IV Industries include tourist destinations such as but not limited to water parks, beaches, and resorts except those used as quarantine facility. Under the IATF Omnibus Guidelines, these are allowed to operate at a maximum of fifty percent (50%) operational capacity;

WHEREAS, IATF Resolution No. 43 Series of 2020 dated June 3, 2020 was issued allowing hotels and other accommodation establishments to operate at a maximum of fifty percent (50%) operational capacity provided that these have DOT Accreditation and Certificate of Authority to Operate issued by the DOT.

WHEREAS, in view of the foregoing, there is a need to promulgate this Executive Order to provide Guidelines and Procedure for the Operation of Hotels, other accommodation establishments, restaurants, food retail establishments and tourist destinations under the Modified General Community Quarantine (MGCQ) in the Province of Occidental Mindoro.

NOW, THEREFORE, I, EDUARDO B. GADIANO, Governor, Province of Occidental Mindoro, by virtue of the powers vested in me by law, do hereby order the following:

Section 1. DEFINITION OF TERMS.

- a.) "Accommodation Establishments" refer to establishments operating primarily for accommodation purposes including, but not limited to, hotels, resorts, apartment hotels, tourist inns, motels, pension houses, private homes used for homestay, ecolodges, serviced apartments, condotels, and bed and breakfast facilities.

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- b.) "DOT Accreditation" shall refer to a certification issued by the DOT to an Accommodation Establishment that officially recognizes it as having complied with the minimum standards for the operation of tourism facilities and services.
- c.) "Certificate of Authority to Operate" refers to a certification issued by the DOT that an Accommodation Establishment in an area placed under a Community Quarantine has fulfilled all requirements for accreditation may commence operations subject to these Guidelines.
- d.) "In House Staff" shall refer to personnel of accommodation establishments who are provided house use or free room stays within the premises for the purpose of rendering services to guests.
- e.) "Minimum Public Health Standards" refers to guidelines set by the Department of Health (DOH), as well as sector-relevant guidelines to aid all sectors in all settings to implement non-pharmaceutical interventions (NPI), which refer to public health measures that do not involve vaccines, medications, or other pharmaceutical interventions, which individuals and communities can carry out in order to reduce transmission rates, contact rates, and the duration of infectiousness of individuals in the population to mitigate COVID-19.
- f.) "Non-Accredited Establishments" shall refer to Accommodation Establishments that have not applied for, or have failed to secure DOT accreditation as required under RA No. 9593 or the Tourism Act of 2009.
- g.) "Operational Capacity" refers to such a maximum number of employees or workers who can be permitted or required to physically report to work on-site in a particular office or establishment.
- h.) "Skeleton Workforce" refers to the operational capacity which utilizes the smallest number of people needed for a business or organization to maintain its basic function.
- i.) "Provisional Accreditation" refers to a certification issued by the DOT that a Tourism Enterprise has satisfactorily applied for and has not yet fulfilled all requirements for accreditation, but may be deemed accredited by the DOT subject to the execution of a Statement of Undertaking.
- j.) "Provisional Certificate of Authority to Operate" refers to a certification issued by the DOT that an Accommodation Establishment in an area placed under a Community Quarantine has satisfactorily applied for and has not yet fulfilled all requirements for a Certificate of Authority to Operate, but may commence operations subject to the execution of a Statement of Undertaking.
- k.) "Sworn Statement of Undertaking" refers to sworn statement executed by the authorized representative of an Accommodation Establishment or Tourism Enterprise stating that it undertakes to complete the requirements for a DOT Accreditation or Certificate of Authority to Operate, and comply with relevant DOT standards, rules, and regulations.

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l.) "Tourism Enterprise" refers to facilities, services, and attractions involved in tourism, such as, but not limited to: travel and tour services; tourist transport services; whether for land, sea or air transportation; tour guides; adventure sports services involving such sports as mountaineering, spelunking, scuba diving, and other sports activities of significant tourism potential; convention organizers; accommodation establishments, including, but not limited to, hotels, resorts, apartelles, tourist inns, motels, pension houses, and home stay operators; tourist estate management services, restaurants, shops and department stores, sports and recreational centers, spas, museums and galleries, theme parks, convention centers, and zoos.

m.) "Virtual Inspection" refers to the ocular inspection of the premises of a Tourist Enterprise conducted remotely by the DOT Regional Office remotely with the aid of a video conferencing online platform.

I. HOTELS AND ACCOMMODATION ESTABLISHMENTS

Section 2. CERTIFICATE OF AUTHORITY TO OPERATE.

All accommodation establishments that intend to commence commercial operations in Community Quarantine Zones, whether for the accommodation of guests or operation of in-house food facilities for take-out or delivery services, shall secure a DOT Certificate of Authority to Operate or Provisional Certificate of Authority to Operate prior to any operations.

Section 3. REQUIREMENTS FOR A CERTIFICATE OF AUTHORITY TO OPERATE.

Applicants for a Certificate of Authority to Operate shall submit documentary requirements and allow the inspection of their premises.

(a) Documentary Requirements. The Accommodation Establishment shall submit to the DOT Regional Office with jurisdiction over their area the following:

- 1.) Letter of Intent to Operate, indicating whether operations shall be for accommodation, food services, or both;
- 2.) Sworn Statement of Undertaking; and
- 3.) If the accommodation establishment is non-DOT Accredited or has not yet renewed its DOT Accreditation:
 - i. a duly accomplished Application for DOT Accreditation or renewal of accreditation with complete supporting documents;
 - ii. a duly accomplished Self-Assessment Form; and
 - iii. a Valid Mayor's or Business Permit.

(b) **Physical and Virtual Inspection of Premises.** The Accommodation Establishment shall likewise allow the physical inspection of its premises to ensure that it complies with Minimum Public Health Standards. If physical inspection is impracticable, Virtual Inspection of premises

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shall be conducted, in which case, the Accommodation Establishment shall be issued a Provisional Certificate of Authority to Operate.

The above forms may be requested from, and all applications and supporting documents shall be submitted to the e-mail addresses of the Regional Offices.

Section 4. PROVISIONAL CERTIFICATE OF AUTHORITY TO OPERATE.

An Accommodation Establishment that has submitted the requirements under Section 5(a) and has not undergone physical, but not Virtual Inspection of its premises may be issued a Provisional Certificate of Authority to Operate.

The Provisional Certificate of Authority to Operation shall be valid for six (6) months, and may be extended for another six (6) months.

An Accommodation Establishment that has been granted a Certificate of Provisional Accreditation pursuant to DOT Memorandum Circular No. 2020-005 or the *Interim Guidelines for Applications for Accreditation* shall automatically be granted a Provisional Certificate of Authority to Operate.

Section 5. OPERATIONS WITHOUT DOT CERTIFICATE OF AUTHORITY TO OPERATE OR PROVISIONAL CERTIFICATE OF AUTHORITY TO OPERATE.

Commencement of operations without a DOT Certificate of Authority to Operate may subject the accommodation establishment to the relevant penalties under applicable laws, rules and regulations.

Section 6. LIMITED OPERATIONS OF HOTELS AND ACCOMMODATION ESTABLISHMENTS UNDER MGCQ.

Hotels and accommodation establishments may undertake normal operations under MGCQ and may accommodate bookings of all guests, whether for work or leisure; provided, that operations shall be at 50% Operational Capacity only.

However, only those accredited as provided by law and relevant DOT and DILG issuances may operate, and only upon issuance of a Certificate of Authority to Operate by the DOT.

Section 7. OPERATIONS OF ANCILLARY ESTABLISHMENTS UNDER MGCQ.

Ancillary establishments within the premises, such as restaurants, cafes, bars, gyms, spas, and the like, shall be allowed to operate at 50% Operational Capacity only.

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Section 8. WORKFORCE REQUIREMENTS.

Accommodation establishments under MGCQ zones shall retain a skeleton workforce which may or may not comprise of In House Staff.

Section 9. OBSERVANCE OF MINIMUM PUBLIC HEALTH STANDARDS.

In its operations, accommodation establishments under MGCQ shall ensure compliance with issuances and guidelines on Minimum Public Health Standards.

Section 10. REPORTING REQUIREMENT FOR ACCOMMODATION ESTABLISHMENTS WITH CHECKED-IN GUESTS.

Immediately upon the commencement of operations, and every Friday thereafter, all Accommodation Establishments authorized to operate in Community Quarantine zones shall report to DOT the following:

- a.) Number of staff comprising its skeleton workforce for the duration of the Community Quarantine;
- b.) Number, nationality, classification, and length of stay of guests permitted under these Guidelines;
- c.) The companies or business enterprises whose employees are booked with the accommodation establishment, if applicable; and
- d.) Such other information as may be required by the DOT; provided, that in the reporting of all information, compliance with Republic Act No. 10173 or the Data Privacy Act shall be ensured.

Section 11. REPORTING REQUIREMENT FOR ACCOMMODATION ESTABLISHMENTS THAT ACCEPT FOOD ORDERS FOR TAKE-OUT AND DELIVERY.

Immediately upon the commencement of operations, all accommodation establishments that accept food orders for take-out and delivery shall report to DOT the following:

- a.) Commencement date of take-out and delivery services;
- b.) Procedure for the acceptance of orders, food preparations, and take-out or delivery services;
- c.) Platform used for delivery of food orders, if applicable;
- d.) Safety protocols in the kitchen and in interaction with customers;
- e.) Number, positions, and assignment of employees comprising the manpower dedicated to food preparation operations;



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f.) Number and classification of checked-in guests, if applicable; and

g.) Such other information as may be required by the DOT; provided, that in the reporting of all information, compliance with the Republic Act No. 10173 or the Data Privacy Act shall be ensured.

Section 12. WHERE TO SUBMIT REPORTS.

Reports shall be submitted to the DOT Regional Offices with jurisdiction over the area where the accommodation establishment is located.

Section 13. GUIDELINES AND PROTOCOLS FOR HOTELS AND ACCOMMODATION ESTABLISHMENTS.

I. GUEST HANDLING POLICY.

A. Guests must complete a Health Declaration Form upon check in.

B. Online payment is encouraged upon booking.

C. Body temperature checking using a thermal scanner at the hotel entrances shall be undertaken for all guests by qualified health or medical staff or trained hotel personnel. Only guests cleared during screening shall be allowed to enter the hotel perimeter to check-in. Those with fever and flu-like symptoms will not be allowed to enter the establishment and will be referred to the doctor on duty, to the nearest hospital, or to the Barangay Health Emergency Response Team (BHERT) in accordance with DOH prescribed protocol.

D. Guests shall be advised to disinfect their shoes using sanitizing mats provided at the entrances.

E. Physical Distance measures, hand hygiene, and respiratory etiquette must be observed when handling guests at the check-in counter.

F. Guests must be provided with appropriate information on the prevailing disease, as well as the policies enforced by the establishment to reduce the risk and spread of the disease. Information materials on hand washing and respiratory etiquette, proper use of face mask, emergency contact numbers, among others, must be provided to guests.

G. Guests must be informed of the management policies on room occupancy, dining, and use of public areas imposed to ensure safety and reduce risk of infection. Physical distancing, wearing of face mask, proper handwashing / hand sanitizing practice must be emphasized.

H. No showing of guests around the room after check in. Guest escorting to the room may be allowed following strict observance of physical distancing and in compliance with the health and safety protocols set by the DOH.

I. Guests must be provided with reminder cards, which may include the following:

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1. No sharing of food or any personal or non-personal belongings;
2. Proper disposal of used PPE;
3. Mingling with occupants of other rooms are not encouraged;
4. Practice of proper handwashing etiquette / hand hygiene, respiratory etiquette, and proper use of face mask; and
5. Strict observance of Physical Distancing.

II. RECEPTION AND CONCIERGE.

A. Reception Counter and Concierge

1. Official up-to-date information must be available at the reception desk about travel to and from countries and/or other areas, including local destinations, that are identified by the Department of Health (DOH) as high-risk in spreading the virus or disease.
2. Emergency contact numbers of public health authorities, nearest hospitals or medical center, and the DOH Assistance Center must be readily available in the reception desk.
3. The following medical kit and PPE shall be readily available at the reception counter or desk:
 - a. Germicidal disinfectant or wipes for surface cleaning;
 - b. Face mask or face shield;
 - c. Biohazard disposable waste bag;
 - d. 70% solution alcohol or alcohol-based hand sanitizer;
 - e. Tissue paper, napkin, or paper towel; and
 - f. Disposable gloves.
4. Other PPE that may be considered in the reception counter for emergency purposes are as follows:
 - a. Disposable protective apron
 - b. Disposable protective shoe covers
 - Full-length long-sleeved gown / protective clothing / overall
5. 70% solution alcohol, alcohol-based sanitizers and tissue/ paper towel must also be available at the concierge.
6. A floor marker that allows one (1) meter distance between guests on queueing must be in place to ensure physical distancing.
7. Acrylic glass barrier may be set up at the front desk for additional protection.
8. Contactless payment is highly encouraged.

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B. Reception or Front Desk Officer

1. Regular briefing and information on current and updated health crisis and simulation of pertinent security and safety measures for reception desk staff or front desk officers must be conducted.
2. Precautionary measures, including Physical Distancing, hand cleaning, and respiratory etiquette must be strictly observed.
3. Front desk personnel must be familiar with room occupancy policy accompanying persons in the event of a suspected case.
4. Front desk personnel attending to guests must wear face masks. Disposable gloves must be used when handling cash or documents, and/or materials that are passed from person to person. Contactless process at the front desk is highly encouraged.
5. All staff extending guest assistance that requires physical contact (e.g., wheelchair, bell service) must wear proper PPE, such as face mask and gloves, whenever necessary.
6. Hand-shaking is not advised, the practice of Filipino Brand of Service (FBS) or the "Mabuhay Gesture" in greeting and receiving guests, as well as other forms of contactless greeting, is highly encouraged.

III. ROOM AND HOUSEKEEPING.

A. Room Occupancy Policy

1. Only single up to double room occupancy is allowed. Couples or family members who share the same household may be allowed in double or twin occupancy rooms. A distance of 1 to 2 meters between the beds is highly encouraged.
2. Room transfers may be allowed when necessary.
3. Sanitation kit shall be provided for each guest which may include 70% solution alcohol or alcohol-based sanitizers, disinfectant sprays, face masks, disposable gloves, and rags.
4. Bathroom amenities must be regularly provided for each guest.
5. Trash bins must be provided inside the guest room. A separate trash bag or bin intended for used PPE such as face mask, gloves and other sanitation waste materials must be provided.
6. Rooms must be set up to allow convenient in-room dining for guests.
7. Room turndown service is highly discouraged.

B. Housekeeping Staff

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1. Housekeeping staff should be trained in the proper use of disinfectants or sanitizing solutions and provided with appropriate PPE such as face masks, gloves, disposable gown/ coverall and closed shoes.
2. Housekeeping staff must use PPE such as disposable gloves, eye protection gear (goggles) and face masks, when cleaning guest rooms and other common areas.
3. When cleaning rooms used by a suspected infected person, housekeeping staff must use additional protective equipment, such as disposable or washable coverall and protective shoe covers in accordance with DOH guidelines for disinfection processes.
4. Used PPE must be removed and disposed or washed using standard disinfection control measures in accordance with the guidelines issued by DOH.
5. After routine disinfection and decontamination of a guestroom, housekeeping staff must use facial protection or face shield and waterproof aprons.
6. If doing cleaning that generates splashes while washing surfaces, cleaning staff must use facial protection or face shield and waterproof aprons.
7. Housekeeping staff must change work clothes before going home. Proper handling of work clothes in the establishment must be in place.
8. Frequent sanitation of high touched surfaces in guestrooms and public areas using the prescribed sanitizing solutions by the DOH or WHO must be conducted.

C. Room Decontamination

1. Room occupancy per floor may be established taking into consideration proper spacing and Physical Distancing.
2. The establishment must ensure prompt action to clean rooms after each use of guest/s. It must be a standard procedure to sanitize rooms right after check-out.
3. Before accepting a new guest or occupant, rooms must remain empty for a certain period, depending on the disinfecting technology or materials being used.
4. Disinfection of rooms and surfaces must be conducted every after guests check out. This includes disinfection of furniture, appliances, flooring, and panes using bleach solution or any approved disinfecting agent.
5. Through disinfection of rooms and common areas using enhanced technologies, such as electrostatic sprayers with hospital-grade disinfectants, high efficiency particulate air (HEPA) filter, or germicidal ultra-violet (UV) lighting system, at least once every two (2) weeks is highly encouraged.
6. Minibars and other complimentary in-room food and beverage, except bottled water, are highly discouraged.

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D. Linen Decontamination Procedure in accordance with DOH Guidelines

1. Used linen and other washable items must be handled as little as possible with minimal agitation to prevent possible contamination of the handler or the environment.
2. For in-house laundry, linen and other washable items must be soaked using appropriate disinfecting solution for at least fifteen (15) minutes.
3. If the room was used by a suspected person, all washable items such as bedsheets, blankets, pillowcases, and towels must be placed in a separate disposal bag and washed separately using hot water (70-80 degrees Celsius).
4. Non-washable items including mattresses and pillows must be wiped with diluted bleach solution or any approved disinfecting agent.
5. Disposable gloves and mask must be used when handling and segregating soiled linen to appropriately designed bins. Used bins must be sanitized after every use.
6. All items for disposal must be disposed in sealed bags immediately.

IV. FOOD AND BEVERAGE (F&B) SERVICE.

- A. Restaurants, dining areas, and other F&B personnel must strictly observe proper hygiene at all times.
- B. Guests must be reminded to disinfect their hands with alcohol-based hand sanitizer or 70% solution alcohol located at the reception counter upon entering and leaving the vicinity.
- C. Self-service stations like do-it-yourself customer refill and condiment stations shall be prohibited.
- D. Buffet services are prohibited, and room service is highly discouraged.
- E. Serving of individually-packed meals using biodegradable packaging is encouraged.
- F. In lieu of room service, grab-and-go station (where guests can pick-up their breakfast or ordered food) must be made available. Grab-and-go stations must be sanitized regularly every after use.
- G. Banquet tables that can accommodate ten (10) guests must accommodate only five (5) guests. Tables shall be arranged such that the distance from the back of one chair to the back of another chair shall be more than 1 meter apart and the guests face each other from a distance of at least 1 meter.
- H. Function venues must be disinfected during break time or after every meeting or event.
- I. Function venues must have limited capacities to ensure physical distancing.



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J. Restaurants and other dining facilities must be mindful of the direction of the airflow in arranging tables to avoid droplets transmission prompted by air-conditioned ventilation.

V. KITCHEN SANITATION AND DISINFECTION.

A. A separate handwashing area for kitchen staff must be provided or installed. Kitchen staff should wash hands (including fingernails) up to the forearms thoroughly with warm water and soap as often as necessary.

B. Kitchen staff must wear face shields when handling food. Hands and exposed portions of arms must be washed before any food preparation or packaging. Food handlers must use proper Food Safety Apparel to avoid contamination.

C. Use of bare hands must be minimized by using utensils, gloves, or tongs especially when preparing or packing read-to-eat foods.

D. Kitchen staff must ensure that clean and sanitized cloths, towels, linens, aprons, and mop heads are used at appropriate intervals during the work period.

E. Kitchen staff must be provided with Food Safety Apparel such as hairnets or haircaps, face masks, face shields, gloves, apron and shoe cover.

F. All dishes, silverware, and glassware must be washed and disinfected, including items that have not been used, as they might have been in contact with the hands of the guest or staff.

G. Kitchen surfaces must be properly cleaned and sanitized after every use.

H. All food contact surfaces, equipment and utensils must be washed, sanitized and rinsed before each use to avoid contamination.

I. All food and equipment storage areas must be kept free of rodents and insects to prevent contamination.

J. Food must be protected from dirt, pests, unnecessary handling, droplet contamination, overhead leakage, or other environmental sources of contamination.

VI. PUBLIC AREAS.

A. General Common Areas

1. Sanitizing mats must be available at all entry points.
2. Cleaning and disinfecting measures in common areas (e.g., lobby, restrooms, halls, corridors, elevators, etc.) must be applied as a general preventive measure. Special attention must be given to objects that are frequently touched such as elevator button, handles, handrails, switches, doorknobs, kitchen surfaces, etc.

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3. Physical Distancing must be strictly observed when using elevators. Only 50% of the maximum capacity is recommended to avoid physical contact. Placing of floor markers to delineate physical distancing is likewise encouraged.
4. All general facilities and all furnishings must be cleaned, disinfected, and wiped at least once daily.
5. Sanitation stations must be set up within the workplace and areas frequented by customers and guests.
6. Trash bins must be available and accessible in all areas of the establishment. These must be sanitized every after disposal or trash collection.
7. Information, Education, and Communication (IEC) materials on proper handwashing, respiratory etiquette, and proper use of face mask must be posted in conspicuous areas, particularly at the restrooms and other wash areas.
8. Placement of signs reminding guests and general public to minimize touching of surfaces in public areas is highly recommended.

B. Toilets and Restrooms

1. Adequate supply of soaps, alcohol-based hand sanitizer, toilet paper and paper towels in the restrooms must be ensured.
2. Hand-washing and toilet flushing facilities must be functional at all times, including adequate supply of clean water.
3. Toilets and restrooms must be cleaned and sanitized regularly every two (2) hours.

C. Recreational Areas

Recreational areas or facilities such as gym and wellness centers, children's areas, sports facilities, swimming pool, etc. may be allowed to operate but with strict observance of DOH prescribed Minimum Public Health Standards. In any case, special cleaning and disinfection protocols should be applied to these facilities.

VII. HOTEL TRANSPORT SERVICE.

A. Standard passenger capacity of each type of vehicle will be decreased or reduced by 50% or one (1) seat apart.

B. Hotel transport vehicles must comply with the Social Distancing and Passenger Limit Guidelines set by the Department of Transportation (DOTr) to avoid possible contact:

1. Car / Sedan – No passenger seated beside the driver. Two passengers at the back row with one seat apart. No more than three (3) passengers, including the driver.
2. Vans – Only two (2) passengers per row are allowed. A waterproof transparent barrier between the driver and the passengers must be installed.

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3. Buses and coasters – A waterproof transparent barrier between the driver and the passengers must be installed. Passengers are not allowed to stand while vehicle is moving. The driver is required to use proper PPE for protection.
- C. Hotel service vehicle amenities must include basic first-aid and sanitation kits, which includes face masks, gloves, 70% solution alcohol or alcohol-based hand sanitizer, tissue paper, and disposable wet wipes instead of wet and warm towels.
- D. Hotel transport vehicles must be sanitized and disinfected after every use.
- E. The service vehicle must have a separate trash bag for all used gloves, face masks, PPE, wet wipes and other sanitation items for disposal used by the passengers.
- F. The driver of the service vehicle must practice proper handwashing and wearing of face mask, gloves and other applicable protective equipment to prevent contamination.
- G. The driver of the service vehicle must remove and dispose the worn gloves and other items that might have been contaminated before entering the vehicle.
- H. The trash bag should be disposed immediately upon arrival at the destination until return to point of origin. Proper disposal procedures of the trash bag should be strictly implemented.

VIII. ENGINEERING AND MAINTENANCE SERVICES.

- A. The concentration of disinfectant in water for consumption, swimming pools, and spas, recommended based on international standards, must be regularly maintained.
- B. All dishwashing and laundry equipment must be maintained in good working condition at all times.
- C. The condition of the filters must be regularly monitored and the proper replacement rate of indoor air must be maintained. If possible, external windows are kept open to allow natural ventilation, or the Mechanical Ventilation and Air Conditioning System (MVAC) be adjusted to improve indoor ventilation.
- D. The proper functioning of ventilation, air exchange, and dehumidification equipment of covered pools must be checked at least three (3) times a week.
- E. Liquid soap and disinfectant solution dispensers, hand dryers, disposable tissue dispensers, and other similar devices must be properly maintained.
- F. Engineer and Maintenance Department must ensure that all kitchen equipment (freezers, chillers, dishwashing machines, etc.) and air-conditioning units are in good working condition.

IX. BUSINESS PRACTICES AND MANAGEMENT.

A. Management Team. The management team shall adopt the following protective measures in response to the threat of any infectious diseases that can cause negative impact to the tourism industry:

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1. Development of an Integrated Emergency Preparedness Action Plan (IEPAP) in accordance with the recommendations of local and national public health authorities with the aim to prevent, effectively manage causes, and mitigate impact among clients and staff. IEPAP shall include the following:
 - (a) Occupational Safety and Health Program;
 - (b) Disaster Risk and Management Plan;
 - (c) Food Safety Program; and
 - (d) Business Continuity Plan.
2. Ensuring that there is sufficient human and economic capital to implement the action plan. Provision of equipment and procedures, developed in collaboration with local authorities for the management of suspected cases and their possible contacts must also be included.
3. Supervision and monitoring of the progress of the implementation of the action plan in order to assess its impact, verify compliance, identify potential gaps and apply corrective measures to ensure its effectiveness.
4. Conduct of regular updates and meetings to discuss the progress of IEPAP.
5. Ensuring that all relevant policies are properly cascaded across all concerned managers, employees and staff, as well as guests and clients to ensure alignment and consistency of communication. Further, up-to-date information on safety protocols must be properly disseminated to avoid the spread of the virus or disease.
6. Designation of a Hygiene and Safety Manager to take charge of the sanitation and hygiene maintenance in all the establishment may be considered.
7. Employment of trained health or medical staff, complete with emergency kit and equipment, to provide immediate assistance when necessary.
8. Investment in health plans for managers, employees and staff. Health plans can be in the form of any of the following:
 - (a) Health Insurance Policy;
 - (b) Health Card Subscription;
 - (c) Trust Fund or Emergency Fund; or
 - (d) Health and Wellness Programs.

B. Human Resources Management. To prepare and support staff during the New Normal, management must:

1. Review establishment's policies on:
 - (a) Flexible sick leave policies (e.g., sick leave filed due to imposed quarantine measures shall not be deducted to allotted number of sick leaves annually);
 - (b) Continuing training and orientation of staff (cross-training of staff and personnel).

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II. TOURIST DESTINATIONS AND ATTRACTIONS

Section 14. TOURIST DESTINATIONS ALLOWED TO OPERATE AT A MAXIMUM OF 50% OPERATIONAL CAPACITY.

Identified Category IV businesses as per DTI Memorandum Circular No. 20-22 like tourist destinations such as but not limited to water parks, beaches and resorts may operate at a maximum of 50% operational capacity.

Section 15. GUIDELINES FOR TOURIST DESTINATIONS.

- a.) Allow people to enjoy the facilities and encourage the use of masks/face coverings for guests and staff.
- b.) Reduce touch areas where possible and sanitize high touch surfaces frequently.
- c.) Protect employees with various approaches, including barriers, protective coverings and distancing.
- d.) Manage density of people within the facilities to keep people or family units and define protocols for the flow path of visitors and the use of common spaces.
- e.) Always reduce or manage capacity to allow for appropriate social distancing and monitor entrance and venue capacity to ensure guests can maintain physical distancing within the space.
- f.) Communicate protocols and responsibilities to the guests.
- g.) Place signs or markings on the pavement to outline physical distancing guides/spaces.
- h.) Encourage online payments and pre-booking.
- i.) Implement new technologies such as augmented reality or virtual reality to improve visitor's experience before, during, and after a visit.

III. RESTAURANTS AND OTHER FOOD RETAIL ESTABLISHMENTS

Section 16. GUIDELINES FOR RESTAURANT DINE-IN SERVICES.

A. RESTAURANT MANAGEMENT

1. Health Declaration Form. The restaurant proprietor must ensure that employees fill out a Health Declaration Form prior to every duty.



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2. Monitoring of Body Temperature of all Employees. The restaurant proprietor must ensure the monitoring of body temperature of all employees every time they report to work. Unwell employees or those with mild flu-like symptoms shall be directed to see a doctor and to stay at home.

3. Provision of Food Safety Apparel. The restaurant proprietor must provide all its employees with at least the following Food Safety Apparel while they are on duty:

- a. Hairnets or haircaps;
- b. Face masks;
- c. Face shields;
- d. Gloves;
- e. Apron; and
- f. Shoe Cover.

4. Dissemination of Safety and Health-Related Protocols. The restaurant proprietor must ensure that its employees are trained and regularly updated on health concerns and other related information by installing a safety bulletin board and maintain display of safety and health related information in the working premises.

5. Cleanliness within the Premises. The restaurant proprietor must ensure cleanliness within all its premises, including the kitchen, storage, back areas, and parking.

6. Annual Health Check-up. The restaurant proprietor must ensure that all employees undergo annual health check-up.

7. Maximum Customer Capacity. The restaurant proprietor shall set a maximum customer capacity for the establishment at 50% of the seating or venue capacity.

B. RESTAURANT CONFIGURATION AND SET-UP

1. Disinfectant Mats. Disinfectant mats shall be installed at the entrance of the restaurant.

2. Tables and Seating Arrangement.

- a. The restaurant seating capacity should allow at least one (1) meter spacing between customers;
- b. Dining tables that can accommodate ten (10) guests shall accommodate only five (5) guests.
- c. Tables shall be arranged such that the distance from the back of one chair to the back of another chair shall be more than one (1) meter apart and the guests face each other

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2. Temperature Check. Body temperature checking using a thermal scanner or thermometer gun shall be administered to all customers upon entry at the restaurant. Only customers who are cleared during screening shall be allowed to enter. Those with fever or who exhibit flu-like symptoms shall be refused entry.

3. Physical Distancing. Customers shall observe physical distancing of at least one (1) meter from one another in communal areas, such as dining areas, toilets, and queueing areas.

4. Sanitizing Mats. Customers shall sanitize their footwear using sanitizing mats and drying pads installed at the entrance of the restaurant before entering the establishment.

5. Contact Tracing. Customers shall provide their names and contact details in a contact tracing log sheet to be provided by restaurant personnel should the necessity for contact-tracing arises.

6. Health Declaration Form. Customers shall fill out a Health Declaration Form upon entry to the restaurant.

E. SERVICE AND OTHER PROCEDURE

1. Utensils and Condiments. Single-use items like napkins, fork and spoon other utensils and condiments shall be dispensed with by the staff directly to the clients by wrapping them with biodegradable packaging.

2. Food Covering. The food attendant who prepared the meal must ensure that it is properly covered before it is served by another staff to the customer.

3. Cashless Method of Payment. Cashless methods of payment with the use of money transfer applications is highly encouraged. If not viable, employees shall hand and receive cash on a small tray to avoid mutual hand contact with customers.

4. Pay-as-you-order. Pay-as-you-order policy is highly encouraged. Payment shall be handed to servers after placing an order through cashless method or through small trays.

F. DELIVERY

1. Delivery Personnel. Delivery personnel shall wear face masks properly and frequently wash or sanitize their hands with 70% solution alcohol or alcohol-based hand sanitizer while conducting deliveries.

2. Physical Distancing. Physical distancing of at least one (1) meter between the delivery personnel and the customer must be observed at all times.

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1. Create a holding area for symptomatic guests with travel history from identified countries with high cases prior to transport to hospital. Holding area must conform to DOH standards.
2. Immediately refer guests with fever (equal to or more than 38C) and/or cough, and have a history of travel to identified high risk countries or localities within the Philippines, to the nearest hospital.
3. Assure guests of assistance in case they begin to manifest symptoms such as fever and/or cough.
4. Keep the symptomatic guest confined in the room originally used until trained transport providers are available to transport him or her to designated referral hospital.
5. Coordinate with the referral hospital for necessary transportation of symptomatic guest/s.
6. Screen existing guests, well or sick, for fever and/or cough, and travel history using the health checklist provided by DOH.
7. Immediately inform the doctor on duty or the emergency response team for assistance for coordination to the referral hospital or the Barangay Health Emergency Response Team (BHERT) for assessment if any staff is concerned about the condition of a guest, or if a guest requests access to medical services.
8. Staff and personnel shall avoid employing any discriminatory action against any sick person with high fever and cough for fear of contracting or spreading the disease.

XII. NOTIFICATION AND REFERRAL. Following DOH Guidelines, Accommodation Establishments must:

- A. Record and analyze guest lists for persons coming from countries that have reported confirmed cases of the current disease.
- B. Ensure confidentiality in reporting of individuals both hotel staff and guests within the hotel or lodging establishment with flu-like symptoms and/or fever and travel history to affected areas.

All staff and guests who show symptoms consistent with the disease and had travel history to high risk areas or had close contact with a caregiver of suspected or with a confirmed case, must immediately notify their respective BHERT.

XIII. REPORTORIAL REQUIREMENTS. Accommodation Establishments shall report to the DOT Regional Office with jurisdiction over their area the following information every two weeks:

- A. Number of guests who have developed the symptoms of the illness, if any; and
- B. Number of guests who were transferred to the appropriate facility, if any.

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2. Maintain an updated list of contact details of each member of the hotel crew or staff.
3. Review attendance records and reports of staff's illness/es at the start of each day, and determine if there is a pattern of absences.
4. Encourage staff and personnel to stay home when he or she is sick.
5. Provide medical consultation benefits, mental and psychological support such as but not limited to in-house or online counselling session, and support group to its employees.
6. Promote work-life balance through proper scheduling of activities and rotation of workforce.
7. Provide temporary accommodations and shuttle service for employees and staff, if necessary.
8. Provide temporary accommodations and shuttle service for employees and staff, if necessary.
9. Train staff on personal hygiene, infection control and surface disinfection.
10. Consider redesigning of uniforms of hotel staff, especially those attending to guests to ensure full protection.
11. Conduct periodic meetings on health, safety, and protection protocols.

X. SUPPLIERS OF GOODS AND SERVICES.

1. Contractors and suppliers of goods and services must follow safe systems of work and also have systems in place for the prevention of the spread of any virus and diseases such as wearing of gloves and face masks.
2. All items coming in the establishment must be sanitized.
3. New and enhanced procedures on cleaning and sanitizing grocery items including perishable produce such as fruits and vegetables must be applied.
4. All delivery vehicles, including those used by event suppliers, must undergo thorough disinfection procedures.
5. All deliveries must be checked before entering the establishment. Items that show signs of pest infestation or contamination must not be accepted.
6. Drivers or delivery personnel must adhere to proper sanitation procedure.
7. Contactless delivery is encouraged as a preventive measure to contain the spread of disease or virus.

XI. MANAGEMENT OF SYMPTOMATIC GUESTS. Following DOH guidelines, the following measures must be complied with in the management of symptomatic guests:

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from a distance of at least one (1) meter. If the seats are fixed, alternate seats shall be marked out.

- d. Face-to-face seating in tables shall only be permissible when transparent dividers (e.g. acrylic plastic, plexiglass, sneeze guards, etc.) are installed.

3. Menus. As far as practicable, a menu shall be displayed on the counter or other conspicuous area, and handheld menus shall be dispensed with.

4. Signage. Signage or notices must be installed in conspicuous areas reminding customers to wash their hands with soap and water for at least twenty (20) seconds or disinfect with 70% solution alcohol or alcohol-based hand sanitizer upon entering and leaving the restaurant.

5. Self-service and Condiment Stations. Self-service stations like do-it-yourself customer refill and condiment stations shall be prohibited.

6. Buffet and Salad Bars. Buffet service and salad bars shall be prohibited.

7. Pick-up or takeaway zones. As far as practicable, there shall be designated pick-up or takeaway zones for customers whose orders are for take-out.

8. Queuing System. Queue lines shall be clearly demarcated and signage shall be in place to ensure that guests queuing to order or pick-up food observe physical distancing. Floor markings may be installed for this purpose.

9. Leisure Facilities. The operation of ancillary leisure facilities and amenities, such as in-house play areas, libraries, karaoke machines, etc., if any, shall be temporarily suspended.

10. Alarm System for Employee Hand Washing. An alarm system may be installed in a strategic location to remind employees to wash their hands rigorously with soap and warm water for at least twenty (20) seconds every 20 minutes. If soap and water are not readily available, 70% solution alcohol/alcohol-based hand sanitizer shall be used as an alternative.

C. EMPLOYEES

1. Proper Hygiene and Good Grooming. Employees must observe proper hygiene and good grooming. They shall refrain from wearing jewelries (e.g. bracelets, rings, watches, earrings, and exposed body piercings, etc.) while working.

2. Personal Effects. Employees' personal effects shall be placed in plastic bags and stored in an area inaccessible to customers.

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3. Food Safety Apparel. Employees shall wear the following Food Safety Apparel while they are on duty:

- a. Hairnets or haircaps;
- b. Face masks;
- c. Face shields;
- d. Gloves;
- e. Apron; and
- f. Shoe Cover.

4. Physical Distancing. Employees shall observe Physical Distancing of at least one (1) meter from one another while working.

5. Hand Washing. Food attendants and kitchen personnel shall wash hands with soap and water for 20 seconds before preparing and after handling food.

6. Contact with Food Products. Employees shall avoid touching with their bare hands ready-to-eat foods, instead, they shall use appropriate utensils such as spatulas, tongs, single use gloves, or dispensing equipment. If the task requires direct contact with ready-to-eat foods, employees shall wash their hands and the exposed portions of the arms for 20 seconds prior to donning gloves and before touching food or food-contact surfaces. Hands shall be washed immediately after removing gloves.

7. Client-Facing Staff. Client-facing employees such as waiters, cashier, or bussers shall wash their hands frequently with soap and water at least every 20 minutes.

8. Clean as You Go Policy. Employees must emulate the "Clean As You Go" policy by keeping the work area clean and tidy continually throughout the working day.

9. Employee Meal Times. Staff break and meal times shall be done on shifting schedules. During their break or meal time, employees shall dine at the designated discreet areas where physical distancing of at least one (1) meter apart shall be observed.

10. Employee Conduct. Employees shall not loiter in other areas outside of their work stations. Close interactions not necessary for work shall not be allowed. Employees shall not spit on any surface in the restaurant.

D. CUSTOMERS

1. No mask, no entry policy. Customers not wearing masks shall not be allowed to enter the restaurant. Face mask shall be worn properly at all times except when eating and drinking.

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3. Food Packaging. Hot and cold foods shall be delivered through properly functioning insulated cases, storage boxes, or appropriate transport vessels. Raw foods shall be separated from cooked and ready-to-eat foods at all times. Any wrapping and packaging used for food transport shall be done properly to prevent food contamination.

4. Sanitation of Delivery Boxes. Coolers, insulation cases, and other delivery boxes used to deliver foods shall be cleaned and sanitized frequently.

5. Online Delivery Services. Tie-ups or partnerships with online platforms that provide delivery service is encouraged.

6. Payment Options. Cashless methods of payment with the use of money transfer applications is highly encouraged. If not viable, personnel shall hand and receive cash on a small tray to avoid mutual hand contact with customers.

G. SANITATION, DISINFECTION, SAFETY MEASURE AND OTHERS

1. Disinfection and Sanitation Protocols. The restaurant owner must ensure compliance with the following standards:

- a. Deep cleaning, proper disinfection, and sanitation within the restaurant's premises shall be done regularly;
- b. Frequent sanitation and disinfection of high-touch surface such as bars, kitchen and counter tops, cashiers, menu, tables, chairs, condiment containers, toilet fixtures, etc., shall be conducted at all times;
- c. Food contact surfaces, dishware, utensils, and beverage equipment shall be washed, rinsed and sanitized before and after use;
- d. All dishes, silverware, and glassware shall be washed and disinfected including items that have not been used. Restaurants are encouraged to invest in modern equipment to enhance the washing and disinfection of dishes, silverwares, and glassware;
- e. Toilets shall be cleaned and sanitized every two (2) hours;
- f. Gloves shall be used for cleaning and sanitizing surfaces;
- g. Instructions on the proper use of disinfectant wipes shall be strictly followed. It shall not be reused to wipe down multiple surfaces;
- h. Used reusable gloves shall be properly brought to a laundering area for immediate washing;
- i. Used disposable gloves, disinfecting wipes, and disposable facemasks shall be thrown in the designated container (with cover), and shall be disposed in accordance with the special instructions relating to the material concerned;

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- j. All used linens and fabrics shall be bagged or properly contained when transported to a laundering area, if applicable. Staff shall be equipped with masks and disposable gloves or tongs to pick up soiled laundry;
- k. Regular pest control activities in the restaurant shall be implemented; and
- l. Porous pieces of furniture and surfaces, such as walls made of pumice stone, tables and chairs made of untreated wood, posters made of paper, etc., shall be covered with plastic sheets to enable ease of disinfection.

H. Safety Measures. The restaurant owner must ensure compliance with the following health and safety measures:

1. Availability of 70% solution alcohol or alcohol-based hand sanitizer and tissue paper or table napkins in close proximity with high-touch areas and in the prominent areas inside the restaurant.
2. Availability of Information, Education, and Communication (IEC) materials on proper handwashing, respiratory etiquette, proper use of facemask and physical distancing shall be displayed in conspicuous areas of the restaurant. The location of handwashing areas shall likewise be posted.
3. Hand-washing sinks and toilet flushing facilities must be functional at all times. It shall be adequately supplied with soap and toilet paper or paper towels.
4. A designated handwashing basin for kitchen staff separate from the dishwashing sink shall be provided.
5. Kitchen floors shall be installed with directional arrows according to flow of work processes to facilitate crowd control and physical distancing.
6. Food preparation areas shall be strictly off-limits to all other restaurant employees whose work has no relevance to food preparation.

I. Air Quality. Sufficient ventilation (air conditioning, air ducts, exhaust, fresh air supply) shall be provided to ensure air exchange in different areas of the restaurant.

J. Waste Management. Restaurant wastes shall be properly segregated and disposed of regularly.

Section 17. SEPARABILITY CLAUSE.

If any provision of this Executive Order is declared invalid for any reason, the parts not affected thereby shall remain valid and in full force and effect.

Section 18. REPEALING CLAUSE.

All Executive Orders, Rules and Regulations issued by this province which are inconsistent with any of the provisions of this Executive Order are hereby repealed, superseded or modified accordingly.

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Section 19. INCORPORATION CLAUSE

For all other aspects not covered by this Executive Order, the relevant provisions of IATF Omnibus Guidelines dated May 22, 2020, DOT Administrative Order No. 2020-002 and its amendments, DOT Memorandum Circular No. 2020-002 and its amendments, DTI Memorandum Circular No. 20-22, Joint DTI and DOT Recommendations on Health and Safety Protocols to the IATF, shall apply and are deemed adopted.

Section 20. EFFECTIVITY.

This ORDER shall take effect immediately until withdrawn or extended by another issuance.

DONE at the Provincial Capitol, Mamburao, Occidental Mindoro this 16th day of July 2020.


EDUARDO B. GADIANO
Governor

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