

GUIDELINES ON THE MANDATORY CREATION OF FACEBOOK ACCOUNT

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Adopted: 14 March 2015

Date Filed: 24 March 2015

Further to Memorandum Circular (MC) No. 1, series of 2015, the following guidelines are hereby issued to implement the mandatory creation of face book account for all recruitment agencies deploying household service workers:

I. Scope and Coverage

This issuance seeks to establish the procedures and mechanisms for the implementation of MC No. 1, series of 2015, to ensure compliance by all concerned. It shall cover and apply to all licensed recruitment agencies deploying household service workers.

II. Procedures for submission of compliance and implementation arrangements

- All covered licensed recruitment agencies must submit in writing its compliance to the Employment Services and Regulation Division (ESRD), specifically indicating the facebook account of the agency, together with a copy of a screen shot of the account. The account must have an 'Allow All' setting.
- The account shall be verified by ESRD, and upon verification, the Employment Regulation Branch (ERB) shall issue the corresponding Certificate of Compliance signed by the ERB Head. At the end of the compliance period indicated below, the ERB shall prepare a master list of compliant agencies and forward a copy thereof to the Landbased Center (LBC), the Information, Communications and Technology (ICT) Branch, and the Licensing Branch (LB), for reference and record purposes.
- All covered agencies must provide every worker that it will deploy with the facebook account that was officially submitted to POEA, and accept friend requests by the OFW, their relatives, and the POEA. The POEA may refer cases to the agency facebook account through the official POEA facebook accounts or those of its officials and employees. The agencies must continually monitor its facebook account and quickly respond to queries and requests for assistance by the OFWs and their families. In responding to requests for assistance, the agencies must exercise prudence and caution so as not to compromise the safety, security and well-being of the OFWs.
- The ERB shall monitor compliance by agencies with the MC and these guidelines. It may call the attention of the concerned agency on a particular request that has not been attended to, or on its own initiative may refer the matter to the appropriate office for action.

III. Compliance period

All covered licensed recruitment agencies must comply with the requirement on or before 20th March 2015.

The LBC will not allow documentation of workers submitted by any agency that has not complied with the requirement beginning 23 March 2015.

IV. Liability

The ERB, in accordance with applicable POEA rules, shall institute the appropriate administrative proceedings against any covered licensed recruitment agencies that have failed to comply with MC 1, Series of 2015 and these guidelines, as well as its unreasonable failure to address the problems or requests for assistance raised by OFWs or their relatives.

All previous issuances inconsistent herewith are hereby repealed or modified accordingly.

This Memorandum Circular shall take effect on 16 March 2015.

FOR STRICT COMPLIANCE.

14 March 2015

(SGD) HANS LEO J. CACDAC
Administrator

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