



Republic of the Philippines
NATIONAL POLICE COMMISSION
PHILIPPINE NATIONAL POLICE, CIVIL SECURITY GROUP
SUPERVISORY OFFICE FOR SECURITY AND INVESTIGATION AGENCIES
Camp BGen Rafael T Crame, Quezon City



MEMORANDUM

TO : All Private Security Industry/Private Security Personnel
Private Security Agencies (PSAs)
Private Detective Agencies (PDAs)
Private Security Training Institutions (PSTIs)
Government Guard Units (GGUs)
Company Guard Forces (CGFs)
PADPAO, PARSTS, FISOP, and other Associations; and
Chiefs, RCSUs, PRO 1-13, NCR, COR and BARMM

ADVISORY

Operational Guidelines Implementing Security Measures in Malls and Shopping Centers in Areas Declared Under General Community Quarantine (GCQ)

(June 26, 2020)

1. References:

- a. Meeting and Online Conference with Mall Security Managers held on May 19, 2020 at the Maringal Hall, Crime Laboratory Group Building, Camp Crame, Quezon City.
- b. Inter-Agency Task Force for the Management of Emerging Infectious Disease (IATF-MEID) Revised Omnibus Guidelines on the Implementation of Community Quarantine in the Philippines dated May 15, 2020;
- c. Department of Trade and Industry (DTI) Memorandum-Circular No. 20-21 dated May 04, 2020 with subject: Guidelines on the Operations of Malls and Shopping Centers in Areas Declared under General Community Quarantine (GCQ);
- d. DTI and DOLE Interim Guidelines on Workplace Prevention and Control of COVID-19 issued on April 30, 2020;
- e. RA 11469 also known as "Bayanihan to Heal as One Act" dated March 24, 2020; and
- f. Memorandum from TDCO/Commander, JTF CV Shield dated June 23, 2020, subject as above.

2. This pertains to the guidelines and procedures to be undertaken by Mall Security Managers and Private Security Agencies (PSAs) during the operations of malls, shopping centers, and other commercial establishments in areas declared by the IATF under General Community Quarantine (GCQ).

3. In relation to COVID-19 pandemic, the PNP being mandated by law through SOSIA to regulate the operations of private security guards and private security agencies all over the country to ensure public safety, shall exercise its power to provide direction to all private security professionals, and ensure that all guidelines issued by IATF and other concerned government agencies are enforced and properly implemented in their respective areas or responsibilities/jurisdictions.

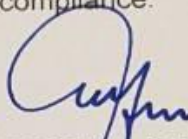
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4. Under the Omnibus Guidelines on Community Quarantine issued by the IATF dated April 29, 2020 limited operations in malls and shopping centers are allowed except for leisure establishments and services which shall continue to be closed. Provided, that establishments and services allowed to operate in malls and shopping centers may only operate at maximum of 50% work-on-site arrangement. Provide, further, that those ages below 21 years old, and those 60 years old and above may not enter malls and shopping centers, except when indispensable under the circumstances for obtaining essential goods and services or for work in establishments located therein. Provided finally, that DTI may issue guidelines to limit foot traffic in malls and shopping centers.

5. In this regard, all mall security managers, private security agency operators and private security officers/guards operating in malls, shopping centers and other commercial establishments are directed to enforce/implement the following measures issued under DTI Memorandum Circular No. 20-21:

- a. Strict monitoring of foot traffic and enforcing safe distancing inside shopping center or mall by:
 - 1) Limiting the number of people inside the mall or shopping center or inside an individual store, at any given time to a density of not more than one (1) person per two (2) square meters; entry of people shall be limited to the computed carrying capacity of the establishment. Carrying capacity is equal to the total square meters of vacant walkable space divided by two (2); Thus, a 200 square meter vacant space can accommodate 100 people at any one time;
 - 2) The number of open mall entrances may be reduced to better manage the foot traffic inside the mall;
 - 3) Quick removal of facial mask of the customer at the mall entrance for CCTV recordings. Mask shall be worn immediately after inspection by the guard at the mall entrance;
 - 4) Ensuring social distancing of people (1 meter apart) at all times. Assigning personnel to regulate foot traffic in high-density areas, e.g. comfort rooms, supermarkets, etc;
 - 5) Ensuring that customers stand on every other step of the escalator to maintain safe distancing;
 - 6) Limiting access to elevators to senior citizens, persons with disabilities (PWDs), and pregnant women and limiting passengers to only half of the original standard capacity of the unit;
 - 7) Marking or reducing the seats available for customers to use while waiting;
 - 8) Creating one-way flow, where possible, to decongest queues and facilitate movement; and
 - 9) Increasing police visibility, should there be a need to enforce strict physical distancing.
- b. Assigning a centralized pick up location for stores with delivery/pick-up service where delivery service providers can pick up goods;
- c. Regulating air conditioning inside the mall to 26 degrees centigrade;
- d. Turning off free WI-FI for customers;

- e. Suspending the conduct of sale events, marketing events and other promotions which tend to attract large crowds; and
 - f. Implementing other measures that mall and shopping center operators may find necessary (e.g. express lanes).
6. For guidance, widest dissemination and compliance.



SIDNEY N VILLAFLOR
Police Colonel
Acting Chief, SOSIA



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