



Republic of the Philippines
DEPARTMENT OF LABOR AND EMPLOYMENT
Intramuros, Manila



Certificate Number: AJA15-0048

MEMORANDUM NO. MD-190-710
Series of 2020

To : HEADS OF OFFICES, BUREAUS, SERVICES AND THE FOLLOWING ATTACHED AGENCIES

- National Conciliation and Mediation Board (NCMB)
- National Labor Relations Commission (NLRC)

Re : QMS Advisory No. 09-Attestation for the DOLE Central Office's Continued Certification to ISO 9001:2015

We are proud to announce that DOLE has received the Attestation (copy attached) issued by the ISO third party auditor, SOCOTEC Certification Philippines, Inc., which confirms the continued certification to ISO 9001:2015 after completing the annual surveillance audit conducted last 28-29 September 2020.

Achieving the ISO 9001:2015 continued certification means DOLE clients have complete assurance that the Department operates to the highest quality standards in the delivery of services while we continually strive to maintain and improve these standards that set us apart.

Congratulations and keep up the great work!

RENATO L. EBARLE
Undersecretary
Chairperson, DOLE-QMS Committee

Date: NOV 11 2020

encl. as stated

Attestation

This is to attest that

Department of Labor and Employment

Has been assessed by SOCOTEC Certification Philippines, Inc., and has successfully completed the annual surveillance audit conducted last 28-29 September 2020

In accordance with the requirements of

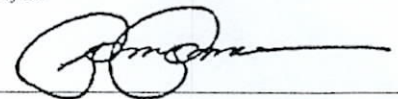
ISO 9001:2015 (Quality Management Systems)

And has now been recommended for continued certification.

The scope of certification is

Site 1: Public Administration covering the provision of government service related to Labor and Employment such as:

- Documents Tracking System for the Office of the Secretary Proper, Office of the Undersecretaries and Assistant Secretaries
- Processing of Obligation Request and Status; Processing of Disbursement Voucher (Financial and Management Service)
 - Internal Process Audit (Internal Audit Service)
- Assessment and Approval of Agency OPCR; Monitoring of Agency OPCR Accomplishments and Preparation/Submission of DOLE Report; Rating, Validation and Approval of Agency OPCR Accomplishments; Preventive Maintenance of DOLE IT Equipment (Planning Service)
- Leave Administration; Recruitment, Selection and Placement Process; Preparation, Conduct and Evaluation of In-House Training Activity; Disposition of Administrative Complaints (Human Resource Development Service)
- Procurement of Goods/Services Through Public/Competitive Bidding; Processing of Payments; Property Management Process; Records Management; Building Maintenance (Minor Repair); Preventive Maintenance of DOLE Building and its Facilities; Preventive Maintenance of Motor Vehicles (Administrative Service)
- Provision of Legal Assistance to DOLE Central Office Walk-in Clients; Conduct of Formal Investigation of Administrative Cases in the DOLE Central Office (Legal Service)
 - DOLE News Release Preparation Process; Process of Borrowing and Returning of Books and Other Reading Materials; Library Management Process
 - Design and Development of DOLE Programs/Projects; Monitoring and Evaluation of BWC Programs/Projects (Bureau of Working Conditions)
- Monitoring of POLO Programs' Implementation; Reporting of POLO Critical Incidents; Deployment of POLO Officers and Staff (International Labor Affairs Bureau)
 - Site 3: Bureau of Local Employment
 - Design and Development of DOLE Programs/Projects; Monitoring and Evaluation of BLE Programs/Projects
 - Bureau of Labor Relations
- Design and Development of DOLE Programs/Projects; Monitoring and Evaluation of BLR Programs/Projects; Disposition of Appealed Cases Filed with the BLR; Registration of Federation/National Union/Workers' Association Operating in More Than One Region
 - Site 4: National Labor Relations Commission
 - Processing and Release of Judgment Award and Cash Bond; Monitoring of Performance of Labor Arbitrer
 - Site 5: Bureau of Workers with Special Concerns
 - Design and Development of DOLE Programs/Projects; Monitoring and Evaluation of BWSC Programs/Projects
 - Site 6: National Conciliation and Mediation Board
 - Management of NCMB Existing Programs/Projects



*Gilmore A. Rivera, Operations Director
SOCOTEC Certification Philippines, Inc.*

Registration Certificate

This is to certify that the Management Systems of

Department of Labor and Employment

have been assessed by AJA Registrars and registered against the requirements of

ISO 9001:2015

Certificate No.: AJA15-0048 Date of Original Registration: 02 Sep 2015
Expiry Date: 15 Jul 2021 Date of Re-Registration: 12 Sep 2018
Previous Expiry Date: 15 Jul 2018



[Signature]
President - AJA Registrars Inc.



This certificate is issued in respect of the locations & scope of registration detailed in the Associated Registration Schedule.
This certificate is the property of AJA Registrars Inc., 2nd Floor JD Tower Commerce Avenue, Madrigal Business Park, Alabang, Muntinlupa City 1778, Philippines and must be returned on request. A member of the AJA Group of Companies

Registration Schedule

SCOPE OF REGISTRATION

*Site 1: Public Administration covering the provision of government services related to Labor and Employment such as:
- Customer Tracking System for the Office of the Secretary, Department of Labor and Employment
- Processing of Disposition Report and Status, Processing of Disbursement Order (Financial and Management Services)
- Internal Director Email System (Email Service)*

*Site 2: Public Administration covering the provision of government services related to Labor and Employment such as:
- Assessment and Approval of Agency OPCS, Monitoring and Reporting of OPCS Report Status, Institutional Approval of Agency OPCS Accomplishment, Procurement Monitoring of OPCS of Equipment (Printing Service)
- Labor Administration, Recruitment, Selection and Placement Process, Registration, Control and Distribution of ID Cards (Security Service), Department of Administrative Compliance (Human Resource Development Services)
- Procurement of Goods/Services Through Public Competitive Bidding, Processing of Procurement, Property Management, Physical Assets Management, Building Maintenance (Minor Works), Procurement Monitoring of OPCS, Building and its Facilities, Personnel Management of Minor Public Administration Services
- Processing of Legal Assistance in OPCS Control Office, Staff on Client, Conduct of Internal Investigation of Administrative Cases in the OPCS Control Office (Legal Service)
- OPCS Case Release Preparation Process, Process of Issuance and Issuance of Bonds and Other Financial Materials, Library Management Process
- Design and Development of OPCS Program/Project, Monitoring and Evaluation of OPCS Program/Project (Review of Working Condition)
- Monitoring of OPCS Program, Implementation, Reporting of OPCS Critical Incidents, Department of OPCS Officers and Staff (Administrative Labor Affairs Bureau)*

*Site 3: Bureau of Labor Enforcement
- Design and Development of OPCS Program/Project, Monitoring and Evaluation of OPCS Program/Project
- Bureau of Labor Enforcement*

*Site 4: National Labor Relations Commission
- Design and Development of OPCS Program/Project, Monitoring and Evaluation of OPCS Program/Project, Disposition of Agency Cases Filed with the NLR, Department of Enforcement/Enforcement Unit/Workers' Assistance Operation in More than One Region
- Processing and Release of Judgment, Award and Cash Benefit, Monitoring of Performance of Labor Arbitrator*

*Site 5: Bureau of Workers with Special Concerns
- Design and Development of OPCS Program/Project, Monitoring and Evaluation of OPCS Program/Project*

*Site 6: National Commission on Indigenous Peoples
- Management of NCAAR Learning Program/Process*

Company Name: Department of Labor and Employment
Site(s) Registered: DOLE Bldg. Maralla St. cor Gen. Luna St., Intramuros, Manila, Philippines
6th Floor, First Intramuros, BF Condominium Corporation Solana St. cor Andres Soriano Ave., Intramuros, Manila, Philippines
PFSTA Bldg. No. 5 Banawe cor P. Florentino Sts., Quezon City, Philippines
9th Floor, L.E. Antonio Bldg. J. Bacobo St. cor T.M. Kalaw Ave. Ermita, Manila, Philippines
4th to 6th Floor, Arcadia Bldg. 868 Quezon Ave., Quezon City, Philippines
Standard: ISO 9001:2015
NACE Code: 84.13
Date of Re-Registration: 12 Sep 2018
Expiry Date: 15 Jul 2021
Next Re-Audit Due Date: 15 May 2021
Certificate Number: AJA15-0048



[Signature]
President - AJA Registrars Inc.



This schedule and the certificate it accompanies remain as a property of AJA Registrars Inc. and must not be altered or defaced in any way.
They must not be copied in whole or in part without the written permission of the President of AJA Registrars Inc.
Deliberate misuse of the certificate or schedule will result in cancellation without notification.

Registration Schedule

SCOPE OF REGISTRATION

- Site 1: Public Administration covering the provision of government service related to Labor and Employment, such as:*
- Documents Tracking System for the Office of the Secretary Proper, Office of the Undersecretaries and Assistant Secretaries
 - Processing of Obligation Request and Status; Processing of Deliverables Schedule (Financial and Management Services)
 - Internal Process Audit (Internal Audit Service)
- Assessment and Approval of Agency OPCR; Monitoring of Agency OPCR Accomplishments and Preparation/ Submission of DOLE Report; Rating, Validation and Approval of Agency OPCR Accomplishments; Preventive Maintenance of DOLE IT Equipment (Planning Service)*
- Labor Administration, Recruitment, Selection and Placement Process; Preparation, Continuation and Evaluation of In-House Training Activity; Disposition of Administrative Complaints (Human Resource Development Service)*
- Procurement of Goods/Services Through Public/Competitive Bidding; Processing of Payments, Property Management Process; Records Management; Building Maintenance (Minor Repair); Preventive Maintenance of DOLE Building and its Facilities; Preventive Maintenance of Motor Vehicles (Administrative Service)*
- Provision of Legal Assistance to DOLE Central Office Walk-in Clients; Conduct of Formal Investigation of Administrative Cases in the DOLE Central Office (Legal Service)*
- DOLE News Release Preparation Process; Process of Borrowing and Returning of Books and Other Reading Materials; Library Management Process
 - Design and Development of DOLE Programs/Projects; Monitoring and Evaluation of BWC Programs/Projects (Bureau of Working Conditions)
 - Monitoring of PGO Programs Implementation; Reporting of PGO Critical Incidents; Exclusionary of PGO Officers and Staff (International Labor Affairs Bureau)
- Site 2: Bureau of Local Employment*
- Design and Development of DOLE Programs/Projects; Monitoring and Evaluation of BLE Programs/Projects
 - Bureau of Labor Relations
- Design and Development of DOLE Programs/Projects; Monitoring and Evaluation of BLR Programs/Projects; Disposition of Appealed Cases Filed with the BLR; Registration of Federation/National Union Workers Association Operating in More Than One Region*
- Site 4: National Labor Relations Commission*
- Processing and Release of Judgment Award and Cash Award; Monitoring of Performance of Labor Arbiters
- Site 5: Bureau of Workers with Special Concerns*
- Design and Development of DOLE Programs/Projects; Monitoring and Evaluation of BWSC Programs/Projects
- Site 6: National Conciliation and Mediation Board*
- Management of NCMB Existing Programs/Projects

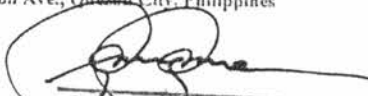
Company Name:
Site(s) Registered:

Department of Labor and Employment


DOLE Bldg. Muralla St. cor Gen. Luna St., Intramuros, Manila, Philippines
6th Floor, First Intramuros, BF Condominium Corporation Solana St. cor Andres Soriano Ave.
Intramuros, Manila, Philippines
PPSTA Bldg. No. 5 Banawe cor P. Florentino Sts., Quezon City, Philippines
9th Floor, G.E. Antonio Bldg. J. Bacobo St. cor T.M. Kalaw Ave. Ermita, Manila, Philippines
4th to 6th Floor, Arcadia Bldg. 860 Quezon Ave., Quezon City, Philippines

Standard:
NACE Code:
Date of Re-Registration:
Expiry Date:
Next Re-Audit Due Date:
Certificate Number:

ISO 9001:2015
84.13
12 Sep 2018
15 Jul 2021
15 May 2021
AJA15-0048


**CERTIFIED
TRUE COPY**





President - AJA Registrars Inc.



This schedule and the certificate it accompanies remain as a property of AJA Registrars Inc. and must not be altered or defaced in anyway.
They must not be copied in whole or in part without the written permission of the President of AJA Registrars Inc.
Deliberate misuse of the certificate or schedule will result in cancellation without notification.

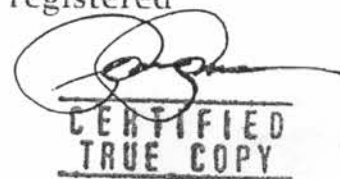
Registration Certificate

This is to certify that the Management Systems of

Department of Labor and Employment

have been assessed by AJA Registrars and registered
against the requirements of

ISO 9001:2015



Certificate No.: AJA15-0048 Date of Original Registration: 02 Sep 2015

Expiry Date: 15 Jul 2021 Date of Re-Registration: 12 Sep 2018

Previous Expiry Date: 15 Jul 2018



QMS Accreditation No. MSA-005

President - AJA Registrars Inc.



This certificate is issued in respect of the locations & scope of registration detailed in the Associated Registration Schedule.
This certificate is the property of AJA Registrars Inc., 2nd Floor JD Tower Commerce Avenue, Madrigal Business Park,
Ayala Alabang, Muntinlupa City 1770, Philippines and must be returned on request. A member of the AJA Group of Companies