

# NATIONAL HOME MORTGAGE FINANCE CORPORATION

---

## **SECURITY PLAN**

### **I. INTRODUCTION**

A Security Plan is a long-term plan or approach to safeguard the life and property in any organization. However, it must be flexible and should adapt with the changing times and needs of the organization. Hence, it should be continuously revised and modified as circumstances dictate to effectively assure the safety of personnel and property from unlawful intrusion and bodily harm.

### **II. PURPOSE/ OBJECTIVES**

The NHMFC Security Plan seeks to define the functions and responsibilities of the Security Services Agency and guidelines on how the plan shall be carried out/ implemented by said Security Agency and its security officers/ personnel.

A. Protection of life and property

B. Maintenance of Peace and Order

C. Establish continuous communication with the NHMFC officials on matters concerning security of its employees, visitors and clientele and other matters which require their attention.

### **III. AREA OF SECURITY**

A. Head Office – Filomena Building III, 104 Amorsolo St., Legaspi Village, Makati City

Considering that manpower security protection cannot possibly cover the entire area, a CCTV camera should be installed at every entrance point from ground to the 5<sup>th</sup> Floor and other strategic places within NHMFC premises. In Addition, three (3) shall be installed at the Cash Division (Teller Counter), one (1) at the Securities and Mortgage Custodianship Division entrance and one (1) at the EDP room entrance.

More importantly, the CCTV monitoring set should be placed at the Information Counter and fitted with a VHS recorder to scan and record

# NATIONAL HOME MORTGAGE FINANCE CORPORATION

---

people movement/activities from 8:00 a.m. – 5:00 p.m. daily at the Telling Area.

Daily recording of activities should not be erased and shall be made available when untoward incidents occur. For better coordination, extra monitors shall be hooked to this monitoring set at the Office of the Chief of Division, General Services Division.

The task of building security is done by the Rome V. Venturina Security Services Inc. (RVVSSI) hired by the management of Filomena Building.

**Taguig Warehouse** – houses the corporate records and loan and mortgage documents. It is located at the 2<sup>nd</sup> floor, VFP-MDC Building I, Veterans Center, Taguig, West Bicutan, NCR.

The Security guard shall maintain a logbook of incoming and outgoing personnel, visitors, and equipment.

B. Luzon Satellite Offices: Performs accounts servicing including collection of amortization and depositing such to the accredited collecting bank.

Laguna – 2/F Lennox Bldg., Barrio Tagapo, Sta. Rosa Laguna

Imus, Cavite – 2/F, LDB Bldg., Tanzang Luma 2, City of Imus, Cavite

C. Visayas Region : Operates as a mini NHMFC whose functions include account servicing, collection, and processing of borrower's requests

Satellite Offices:

1. Bacolod City Office – Unit 12-14, 2<sup>nd</sup> Floor, St. Francis Centre, Araneta St., Singcang, Bacolod City
2. Cebu City Office – Room 101, No. 57 Machay Building, Gorordo Avenue, Cebu City

D. Mindanao Region – operates as a mini NHMFC whose functions include accounts servicing, collection and processing of borrower's requests.

1. Davao City Office – Room 1-H, Anda Corporate Center, F. Inigo St., Davao City;

# NATIONAL HOME MORTGAGE FINANCE CORPORATION

---

2. Cagayan de Oro City Office – Mezzanine Floor, Consuelo Bldg., Corrales Avenue, Cagayan de Oro City
3. General Santos City Office – 2<sup>nd</sup> Floor, RD Bldg., Magsaysay Ave., corner Salazar St., General Santos City

## **IV. DUTIES AND FUNCTIONS OF SECURITY PERSONNEL**

A. **Detachment Commander** should be assigned to act as head of the security force unit. He shall oversee the activities of the security and personnel and ensure that all tasks are performed/carried out smoothly and orderly by the security personnel. He shall also act as the representative of the security agency for NHMFC.

### B. Security Guards

- 1) Protection of the entire work area occupied by National Home Mortgage Finance Corporation (NHMFC) against unauthorized intrusion internal and external commotion.
- 2) Safeguarding lives and properties within the designated area of responsibility.
- 3) Check, search, entertain and assist customers and visitors who are entering NHMFC premises.
- 4) Full alert in assisting cash withdrawal in Cash Division area/Teller's area.
- 5) Maintain official log book and record of dispatchers of vehicles, complaints, customer names, issuances and receiving of security equipment and properties, IN and OUT of NHMFC properties and facilities, etc.
- 6) Receive and countersign NHMFC employees time cards.
- 7) Receive incoming calls pertaining to official transactions of NHMFC.

## NATIONAL HOME MORTGAGE FINANCE CORPORATION

---

- 8) Conduct formation, briefing instructions, inspection of guards before they proceed to their respective post.
- 9) Implementation of NHMFC – Standard Operating Procedures (SOP).
- 10) Submit report on all events happened inside NHMFC premises.
- 11) Conduct round up inspection to check that all guards on duty are performing their functions.
- 12) Full assistance to the Detachment Commander to conduct intelligence work regarding bad elements of sabotage to NHMFC management.
  
- 13) Conduct investigation concerning breach of security by any person within the NHMFC premises including the commission of crime and submits a report on the results thereof.
  
- 14) After office hours, conduct routine patrol or inspection of the building and report unusual activities or threat to security to the head guard of Shift-in-Charge. Record all employees rendering overtime services and all other personnel who are still in the building after office hours.
  
- 15) Ensure that all doors and windows of the different floors are secured and all electrical connections and lights are disengaged or turned off. Before the start of office hours, inspects the area for any sign of forced entry.
  
- 16) Assist the Land Bank security personnel in safeguarding the pick-up from the NHMFC- Head Office to deposit its collection.
  
- 17) Escort NHMFC regional collection officers in depositing their daily collections.
  
- 18) Provide security in the withdrawals of Transfer Certificate of Title (TCTs) and other mortgage loan documents by Custodianship Division personnel from Taguig Warehouse to Head Office.

19) Assist in the implementation of NHMFC rules and regulations such as wearing of prescribed uniforms and identification cards.

20) Perform such other duties which the Corporation may assign from time to time.

## **V. CONTROL MEASURES**

Control measures involving the movement of personnel, vehicles and properties shall be strictly observed and implemented with no exception and if ever there are, such exceptions must be properly defined and documented in order to establish responsibilities of all concerned.

### **A. Identification and Control**

1. Organic Personnel – For areas inside the NHMFC premises that are considered restricted such as the Cash Management and Custodianship areas, employees must wear NHMFC ID card for proper identification of NHMFC personnel. Under the system, the authority of the ID card holder can easily be determined by the security guards, whether the employee can be allowed access to any restricted area or not.

The security guard shall log all personnel coming in and out of the restricted area.

2. Visitors and Guests – As a matter of standard operation practice, the security guard shall first seek clearance from the employee being visited before visitors/guests are allowed to enter. Once clearance has been secured from the employee, the guard shall issue a Visitor ID in exchange for the visitor's valid ID card. After the visit, the visitor's ID shall be surrendered to the guard, and the visitor's personal ID shall be returned.
3. Contractor – All current and future contractors shall be required to submit a pre-listing of workers to be assigned to the job inside the NHMFC premises and housing sites for the issuance of

# NATIONAL HOME MORTGAGE FINANCE CORPORATION

---

Visitor's/Contractor's ID upon the final approval of the authorized/designated NHMFC official.

4. Vendors- These individuals shall not be allowed entry inside the premises. For establishments who wish to sell their products during lunch break, a written approval from the Manager of Corporate Planning, EDP and GSD Department shall be presented to the guard on duty.

## **B. Personnel Access**

1. Areas inside premises classified by NHMFC Management as "restricted" shall not be permitted to be accessed by any person including NHMFC employees other than the employees assigned on the said department/division. Only personnel with written authorization from the duly designated official addressed to the security can enter the area.
2. Non-restricted areas can be accessed thru presentation of any of the following:

NHMFC employees – ID cards issued by HRD

Agency Hired - ID cards issued by Agency

Visitors/clients - Generally accepted form of identification such as passport, driver's license, ID cards issued by SSS, GSIS, BIR, Comelec, Postal Office, company ID or other similar identification form shall be considered.

Contractors - Contractors must possess at all times, their Work Order slip; display their company ID card and, if applicable, must also wear their company uniform.

## **C. Collection Handling and Control**

Considered to be one of the most important facet of the Corporation's activities that should not be hampered is the transfer of daily

# NATIONAL HOME MORTGAGE FINANCE CORPORATION

---

collection from the Head and Regional/Satellite offices to the depository banks.

1. Head Office – this poses little risk, if at all, since daily collection is picked up by the depository bank escorted by its security personnel in armored vehicle. Further, risk is reduced to a minimum because the distance between the NHMFC main entrance and the armored vehicle is only 4 to 5 meters. The NHMFC security guards shall complement the needed security provided by the depository bank.

2. Satellite/Desk Offices – in some offices, the daily collection is picked up by the depository bank escorted by its own security personnel in an armored vehicle.

However, there are offices where the daily collection is deposited by the satellite/desk head or authorized representatives escorted by their own security guard/s. in cases like these, the security personnel should ensure that both NHMFC personnel and the collection to be deposited are protected and reaches the depository bank safely.

## **D. Control of Incoming and Outgoing Supplies and Equipment**

1. No office supplies and equipment shall be allowed to be brought out of the premises without corresponding Gate Pass duly approved by a designated officer. Copy of the Gate Pass shall be given to the guard on duty who in turn checks that only those items appearing in the Gate Pass are taken out of the premises.

2. The Guard on duty shall log all movement of equipment to be transferred/brought in from one floor to another.

3. Supplies and equipment delivered to NHMFC shall be physically inspected by the security guard to forestall possible sabotage/hazards.

## **E. Vehicle Control**

1. Secures lay-out of parking area and sees to it that vehicles are - parked in their designated area/space.

# NATIONAL HOME MORTGAGE FINANCE CORPORATION

---

2. Maintains logbook on the arrival and departure of vehicles both company owned and privately owned.
3. Inspects vehicle entering and leaving premises.
4. Requires drivers to present Trip Ticket of outgoing vehicles duly signed by approving officer.
5. Safeguards and protects vehicle from pilferage of accessories.
6. Directs and controls traffic flow in the parking area.
7. Ensures that car key is surrendered by the driver to the Guard on duty.

## **VI. EMERGENCY AND DISASTER RESPONSE PROCEDURES**

The security personnel should be able to effectively and timely respond to emergency situations. They should be able to implement a contingency plan in situations needing immediate action/response such as, fire, earthquake, theft, burglary, hostage situation, bomb threat, among others.

## **VII. NUMBER OF SECURITY PERSONNEL/ AREA OF DEPLOYMENT/ TYPES OF FIREARMS, EQUIPMENT**

### **A. Number and Deployment**

<b>Area of Deployment</b>	<b>No. of Guards</b>	<b>Man-Hour</b>	<b>Man-Days</b>	<b>Remarks</b>
Basement	2	8	Monday-Friday	Excluding Holidays
Ground Floor				
Ground Entrance	1	12	Monday-Sunday	Including Holidays
Information Counter	2	12	Monday-Sunday	Including Holidays
Teller	1	12	Monday-Friday	Excluding Holidays
DCCO/ Teller Entrance	1	8	Monday-Friday	Excluding Holidays
Second Floor	1	8	Monday-Friday	Excluding Holidays



## NATIONAL HOME MORTGAGE FINANCE CORPORATION

---

Third Floor	2	12	Monday-Sunday	Including Holidays
Fourth Floor	1	8	Monday-Friday	Excluding Holidays
Fifth Floor	1	12	Monday-Friday	Including Holidays
Close-In-Guard	1	12	Monday-Saturday	Including Holidays
Escort (Taguig Warehouse/Vault)	1	8	Monday-Friday	Excluding Holidays
Roving	1	8	Monday-Friday	Excluding Holidays
Detachment Commander	1	12	Monday-Sunday	Including Holidays
Taguig Warehouse	2	12	Monday-Sunday	Including Holidays
Cavite Satellite Office	2	12	Monday-Friday	Including Holidays
	1	8	Monday-Sunday	Including Holidays
Laguna Satellite Office	1	8	Monday-Friday	Including Holidays
	1	12	Monday-Sunday	Including Holidays
Bacolod Office	1	12	Monday-Friday	Including Holidays
Cebu Office	1	12	Monday-Saturday	Including Holidays
Davao Office	1	12	Monday-Saturday	Including Holidays
Cagayan de Oro Office	1	12	Monday-Saturday	Including Holidays
General Santos Office	1	12	Monday-Saturday	Including Holidays
Oroquieta City	1	12	Monday-Sunday	Including Holidays
<b>Total</b>	<b>24</b>			

### B. Firearms

Location	9MM	12 Gauge Shotgun
Head Office	11	4
Taguig Warehouse		1
Imus, Cavite	2	1
Sta. Rosa, Laguna	1	1
Bacolod		1
Cebu		
Davao		
Cagayan de Oro		
General Santos		
<b>TOTAL</b>	<b>14</b>	<b>8</b>

### C. Communications Equipment

# NATIONAL HOME MORTGAGE FINANCE CORPORATION

---

Hand held radio	- 18 units
Reserved Battery Pack	- 9 units
Battety Charger	- 7 units

## **D. Other Equipment**

Flashlight (for each guard)	- 24
Metal Detector	- 22
Traffic Vest	- 2
Whistle (for each guard)	- 24
Night stick (for each guard)	- 24
Tear Gas (for each guard)	- 24
Heavy Duty Flashlight	- 1
Under Chassis Mirror	- 1