

Good News
Department of Labor and Employment
Bureau of Working Conditions
29 June 2020

BWC implements contactless assistance for the general public



In view of the COVID-19 situation and in observance of safety and health measures, the Bureau of Working Conditions (BWC) launched on 18 June 2020 its contactless assistance service for the general public.

To limit exposure of DOLE Central Office employees to BWC visiting clients and vice versa, the entrance at San Jose Street of the DOLE Labor Governance Learning Center was designated as entry and exit point of the latter.

All BWC visiting clients are strictly required to follow the safety and health measures being enforced within DOLE premises.

They are likewise encouraged to decontaminate all surfaces used and touched by them and sanitize their hands before and after touching any item or surface.

Prior to entrance, the guard-in-duty shall conduct temperature check to every client who seeks to enter the building. After which, the client shall be given 2 forms for him/her to accomplish.

After all forms are completely accomplished, these will be handed over to the guard-in-duty who in turn will assist the client to the desktop computer and notify the BWC Officer of the Day to launch the application for the contactless assistance.

If the client has a document for submission to the Bureau, the client shall write the document reference code assigned by the BWC Officer of the Day and place it inside the drop box across the desktop computer.

The contactless assistance of the Bureau may be availed of by visiting clients during weekdays within office hours.

Due to the increasing cases of COVID-19 disease in the National Capital Region, all BWC visiting clients are still discouraged to visit the DOLE Central unless necessary and are advised to instead call the DOLE Hotline 1349 or e-mail their inquiries to askbwc@gmail.com.

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