



SECRETARY'S CERTIFICATE

I, **ALDRIN JAMES L. GUANZON**, of legal age, Filipino, and with office address at the Philippine Charity Sweepstakes Office, 4th Floor, Sun Plaza Building, 1507 Princeton Street corner Shaw Boulevard, Mandaluyong City, Metro Manila after being duly sworn according to law, hereby certify that:

1. I am the Board Secretary V of the Philippine Charity Sweepstakes Office (PCSO), a government-owned and controlled corporation engaged in the holding and conduct of sweepstakes and lotto.
2. As such, I have custody of the records pertaining to the Board of Directors of the PCSO, including Board Resolutions.
3. Per the records, the PCSO Board of Directors during its regular board meeting on 15 December 2025 held in the PCSO Board Room, Mandaluyong City passed the following Resolution:

RESOLUTION NO. 252
Series 2025

2025 PCSO PUBLIC SERVICE CONTINUITY PLAN

X X X

NOW, THEREFORE, for and in consideration of the foregoing, the PCSO Board of Directors **RESOLVED**, as it hereby **RESOLVES**, to approve the following:

1. The Public Service Continuity Plan including its Appendices, as attached;
2. Emergency Fund of PhP1 Million for Head Office and PhP100,000.00 per Branch Office;
3. Authority of the Corporate Planning Department to upload the approved Public Service Continuity Plan on the PCSO website under the Transparency Seal; and
4. Authority of the Security Printing and Production Department to print hard copies of the PSCP for distribution to all PCSO sectors/departments/offices/units.

RESOLVED FINALLY, that this shall be subject to compliance with the applicable and existing laws, rules and regulations on the matter.

Approved this 15th day of December 2025 at the 24th Regular Board Meeting of the PCSO Board of Directors, PCSO Board Room, Mandaluyong City.

4. Per records of the Office of the Board Secretary, the foregoing Board Resolution and its attachments have not been replaced, amended, or repealed.
5. This Secretary's Certificate is issued for whatever legal purpose it may serve.

IN WITNESS WHEREOF, I have affixed my signature on this 16th day of December 2025 in Mandaluyong City, Metro Manila.


ALDRIN JAMES L. GUANZON
Board Secretary V

SUBSCRIBED and **SWORN** to before me on this 16th day of December 2025 with affiant exhibiting to me his PCSO ID No. 20230003.

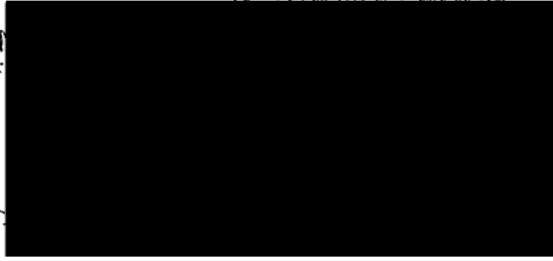
NOTARY PUBLIC

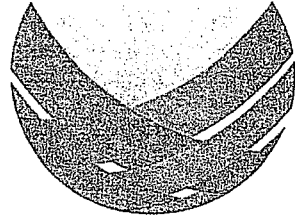
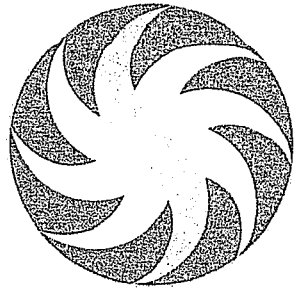
Doc. No. 154
Page No. 92
Book No. XIII
Series of 2025

ATTY. ANNA  ~~MATEO~~ 

OF

MC





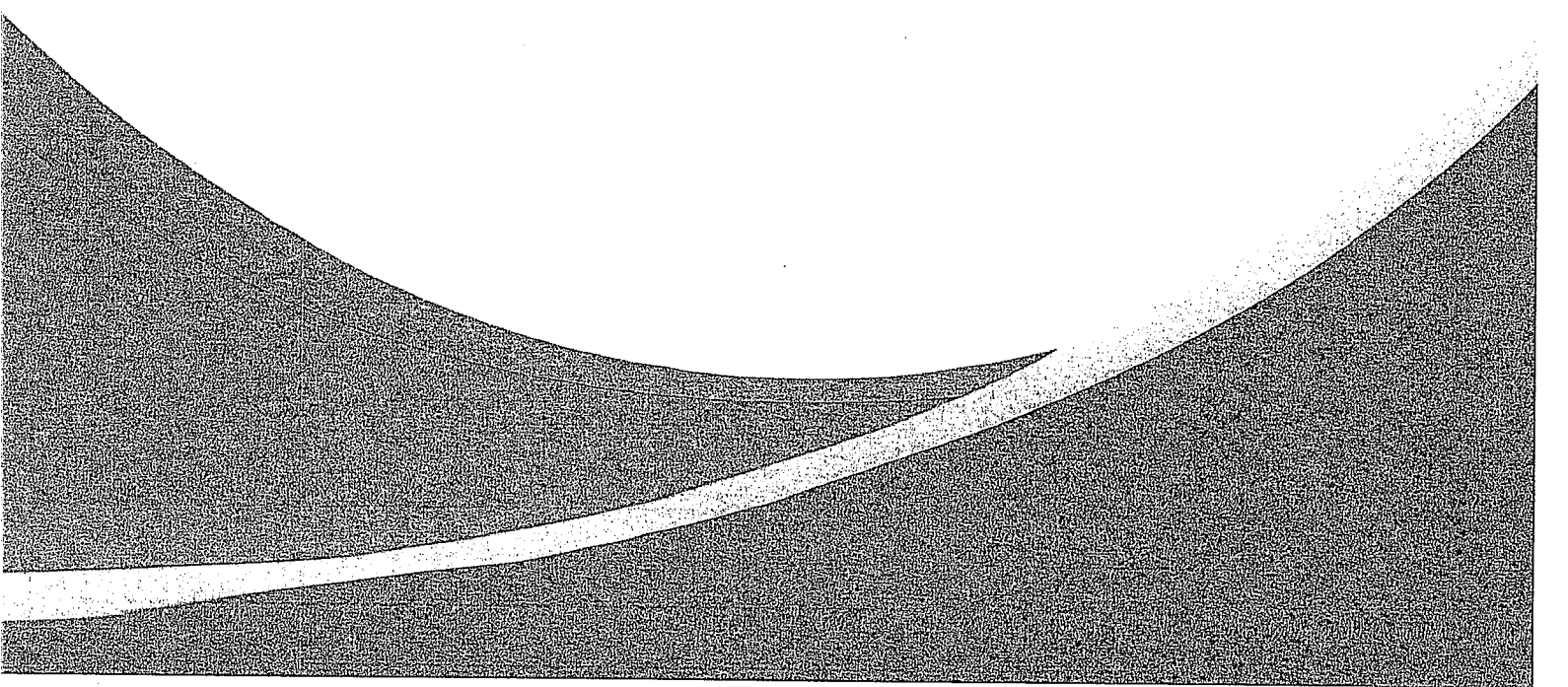
BAGONG PILIPINAS

PCSO

Public Service

Continuity

Plan




	PUBLIC SERVICE CONTINUITY PLAN	Page No.:	Page 1 of _
		Revision No.:	0
	PCSO PSCP 2025	Effectivity:	December __, 2025

TABLE OF CONTENTS


SECTION	TITLE	PAGE
	Office Order approving the PSCP for PCSO Institutional Reference	
1	Introduction	1
2	Purpose	2
3	Definition of Terms	3
4	Policy	12
5	Scope	12
6	Roles and Responsibilities	13
7	Assumptions	21
8	Mission Essential Functions and Recovery Time Objectives	22
9	Activation and Deactivation Criteria, Procedures, Authority	32
10	Resource Requirements	33
11	Continuity Strategies	33
12	Communication Procedure	35
13	Testing and Maintenance of the Plan	36
14	Approval and Monitoring	36
	Appendices and Forms	

Figures

No.	TITLE	PAGE
1	PCSO CCT Organizational Structure	15
2	Emergency Preparedness and Response Sub-Committee Structure	19
3	Guide in determining MEFs and ESAs	23
4	Risk Assessment Process	26


Tables

No.	TITLE	PAGE
1	Organizational Functional List	Appendix 5
2	PCSO Function Categorization Matrix	Appendix 5
3	PCSO MEF and ESA List	Appendix 5
4	Hazards/Threats to PCSO's Continuity of Operations	27
5	Likelihood Rating Scale	28
6	Risk Impact Rating Scale	28
7	PCSO Risk heat Map	30
8	Risk Definition and Recommended Treatment Options	30
9	Time Tier Categories	31

	PUBLIC SERVICE CONTINUITY PLAN	Page No.:	Page 1 of _
		Revision No.:	0
	PCSO PSCP 2025	Effectivity:	December __, 2025

Appendices

No.	TITLE
1	List of Branch Offices of PCSO
2	Office Order of the PCSO Continuity Core Team
3	Office Order of OHS Committee (Note: OHC's EPRSC is the Disaster Control Group)
4	Detailed Assumptions
5	PCSO Mission Essential Functions and Essential Supporting Activities
6	Risk Assessment (Head Office and Branch Offices)
7	Impact Analysis
8	Recovery Time Objectives
9	PSCP Activation and Deactivation Authority, Criteria and Procedures
10	Resource Requirements
11	Continuity Strategies
12	Communication Procedures
13	PSCP Test and Maintenance Procedures
14	Forms

	PUBLIC SERVICE CONTINUITY PLAN	Page No.:	Page 1 of 37
		Revision No.:	0
	PCSO PSCP 2025	Effectivity:	December 15, 2025

I. INTRODUCTION

The Philippine Charity Sweepstakes Office (PCSO) is the principal government agency tasked to raise funds for “health programs, medical assistance and services and charities of national character”¹ through the conduct of sweepstakes races and lottery draws.

To further its mission, PCSO holds offices nationwide; its principal offices, Draw Court, and Data Center are located at the National Capital Region. PCSO also maintains its presence nationwide through its branch offices in major provinces, cities and municipalities, to enable the timely and efficient delivery of services. Republic Act 10121 otherwise known as the Philippine Disaster Risk Reduction Management Act of 2010 created the National Risk Reduction and Management Council (NDRRMC)². Learning from the lessons of the recent past pandemic and shifting the country’s focus from disaster relief to preparedness, the NDRRMC recognized the need to establish and maintain an effective plan and strengthen capabilities to provide uninterrupted public service in times of disruptive events man-made or natural.

In Memorandum Order 1 Series 2024, the Governance Commission for Government-Owned or-Controlled Corporations (GCG) required GOCCs to adopt a Public Service Continuity Plan (PSCP) defining concrete operational actions to be implemented during calamities, emergencies or disruptive events.


In compliance, the PCSO Public Service Continuity Plan will serve as the guide in determining, establishing and strengthening strategies, capacities and capabilities during disruptive incidents, allowing the organization to immediately restore its operations most especially the mission-essential functions within defined recovery times to ensure continuity of public service.

The Plan also provides the operational actions to be implemented by the Philippine Charity Sweepstakes Office in response to various forms of disruptive events and ensure continuity of operations through the restoration of mission essential functions, and enable it to provide services and support during interruptions in daily operations within the shortest time possible.

This PSCP has been established to respond to emergencies of significance to its overall risk management strategy.

¹ PCSO mandate was pursuant with RA1169 An Act Providing for Charity Sweepstakes Horse Races and Lotteries

² Creation of NDRRMC was pursuant with RA 10121 an act strengthening the Philippine disaster risk reduction and management system, providing for the national disaster risk reduction and management framework and institutionalizing the national disaster risk reduction and management plan.


	PUBLIC SERVICE CONTINUITY PLAN	Page No.:	Page 2 of 37
		Revision No.:	0
	PCSO PSCP 2025	Effectivity:	December 15, 2025

II. PURPOSE

The PSCP provides the operational actions to be implemented by the Philippine Charity Sweepstakes Office when an event happens that disrupts normal operations in the delivery of its services.

It defines the Mission Essential Functions, relevant procedures, and supporting processes and activities to ensure continued service delivery and prompt recovery of time-sensitive operations of the agency as it aims, to:

1. Ensure to strengthen the PCSO's readiness to respond during the occurrence of disruptive events;
2. Provide timely and effective emergency response after its activation immediately after a disruptive event occurs;
3. Enables the preservation of lives, protection of assets and properties, and the quick resumption of mission essential functions and services;
4. Raise the awareness, readiness and resilience among the employees and other personnel working in PCSO's premises and facilities;
5. Enhance the competencies and skills of the staff and personnel tasked to provide the emergency response actions;
6. Improve the overall response infrastructure capabilities of the PCSO commensurate to the disruptive event and the extent of its occurrence;
7. Provide proper, accurate and timely information, education and communication materials to all concerned;
8. Increase the level of readiness by individual PCSO personnel and other onsite stakeholders to be involved and actively participate in the emergency preparedness campaigns, simulations and drills that will help prepare everyone when such disruptive events occur.

	PUBLIC SERVICE CONTINUITY PLAN	Page No.:	Page 3 of 37
		Revision No.:	0
	PCSO PSCP 2025	Effectivity:	December 15, 2025

III. DEFINITION OF TERMS

Alert – formal notification that an incident has occurred which might develop into business continuity or crisis management invocation.

Business Impact Analysis – the process of analyzing activities and the effect that a business disruption might have upon them.

Call Tree – a structured cascade process that enables a list of persons, roles and/or organizations to be contacted as a part of information exchange or plan invocation procedure.

Cold Site – an alternate facility that already has in place the environmental infrastructure required to recover critical business functions or information systems, but does not have any pre-installed computer hardware, telecommunications equipment, communications lines, etc. which will be provided at the time of disaster.

Confidentiality – refers to confidentiality of data within an organization that can be categorized based on their information regarding who can access them; it may include disclosure policy, access / security clearances on information.


Continual improvement – refers to recurring activity to enhance performance.

Continuity Core Team (CCT) – refers to the working group that will coordinate activities on the development, promotion, implementation, monitoring and evaluation of the organization's PSCP.

Continuity Goals – long-term objectives of an organization to guarantee uninterrupted provision of critical public services relative to its mandate.

Continuity Objectives - specific goals, typically short to medium term objectives that an agency or organization sets to ensure continuity of operations. The objectives are geared towards the protection, maintenance or strengthening of the impact areas as the focus of disaster risk management.

Continuity Working Group (CWG)- refers to the committee appointed to write, develop, or enhance a domain-specific technical part of the public service for continuity plans. It is the principal continuity coordinating organization, and forum for

	PUBLIC SERVICE CONTINUITY PLAN	Page No.:	Page 4 of 37
		Revision No.:	0
	PCSO PSCP 2025	Effectivity:	December 15, 2025

exchanging ideas and information regarding continuity planning, procedures, and resources for that government entity. (CGC-1 2009)

Continuity of Operations - the capability to continue essential program functions and to preserve essential facilities, equipment, and records across a broad range of potential emergencies. (Emergency Management Standard 2007)

Continuity Strategy- strategic approach by an organization to ensure its recovery and continuity in the face of a disaster or other major incidents or business interruptions. (BCI Glossary 2015)


Crisis - an abnormal situation which threatens the operations, staff, customers or reputation of an enterprise. (BCI Glossary 2071)

Critical Services - activities and processes that must be restored in the event of a disruption to ensure the ability to protect the organization's assets, meet organizational needs, and satisfy regulations. (BCM Institute)

Data Recovery - a part of continuity planning that concentrates on accessing data easily following a disaster. It includes processing of restoring data that has been lost accidentally deleted and corrupted or made inaccessible as caused by interruptions. (Business continuity and Disaster Recovery Guide)

Disaster - a serious disruption of the functioning of a community or a society involving widespread human, material, economic or environmental losses and impacts, which exceeds the ability of the affected community or society to cope using its own resources. Disasters are often described as a result of the combination of the exposure to a hazard; the conditions of vulnerability that are present; and insufficient capacity or measures to reduce or cope with the potential negative consequences. Disaster impacts may include loss of life, injury, disease, and other negative effects on humans, physical, and mental health, and social well-being together with damage to property, destruction of assets, loss of services, social, and economic disruption, and environmental degradation. (Republic Act No.10121)

Disaster Mitigation - the lessening or limitation of the adverse impacts of hazards and related disasters. Mitigation measures encompass engineering techniques and hazard resistant construction as well as improved environmental policies and public awareness. (Rep. Act No. 10121)

	PUBLIC SERVICE CONTINUITY PLAN	Page No.:	Page 5 of 37
		Revision No.:	0
	PCSO PSCP 2025	Effectivity:	December 15, 2025

Disaster Preparedness - the knowledge and capacities developed by governments, professional response and recovery organizations, communities, and individuals to effectively anticipate, respond to, and recover from, the impacts of likely, imminent, or current hazard events or conditions. Preparedness action is carried out within the context of disaster risk reduction and management and aims to build the capacities needed to efficiently manage all types of emergencies and achieve orderly transitions from response to sustained recovery. (Rep. Act No. 10121)

Disaster Response - the provision of emergency services and public assistance during or immediately after a disaster to save lives, reduce health impacts, ensure public safety, and meet the basic subsistence needs of the people affected. Disaster response is predominantly focused on immediate and short-term needs and is sometimes called "disaster relief". (Rep. Act No.10121)


Disaster Rehabilitation - measures that ensure the ability of affected communities or areas to restore their normal level of functioning by rebuilding livelihood and damaged infrastructures and increasing the communities' organizational capacity. (Rep. Act No.10121)

Disaster Risk - the potential disaster losses in lives, health status, livelihood, assets and services, which could occur to a particular community or a society over some specified future time or period. (Rep. Act No. 10121)

Disaster Risk Reduction and Management - the systematic process of using administrative directives, organizations, and operational skills and capacities to implement strategies, policies, and improved coping capacities to lessen the adverse impacts of hazards and the possibility of disaster. Prospective disaster risk reduction and management refer to risk reduction and management activities that address and seek to avoid the development of new or increased disaster risks especially if risk reduction policies are not put in place. (Rep, Act No.10121)

Disruption - an event that interrupts normal business, function, operations, or processes, whether anticipated (e.g., political unrest, hurricane) or unanticipated (e.g., a blackout, terror attack, technology failure, or earthquake). (BCI Glossary 2011)

Emergency - an unforeseen or sudden occurrence, especially danger, demanding immediate action. (Rep. Act No.10121)

	PUBLIC SERVICE CONTINUITY PLAN	Page No.:	Page 6 of 37
		Revision No.:	0
	PCSO PSCP 2025	Effectivity:	December 15, 2025

Emergency Management- the organization and management of resources and responsibilities for addressing all aspects of emergencies, in particular preparedness, response, and initial recovery steps. (Rep. Act No.10121)

Emergency Operations Center- a designated facility that is staffed and equipped with resources to undertake multi-stakeholder coordination, manage information, and facilitate resource mobilization in anticipation of and/or to support incident operations. (NDRRMC Memo No.131, s. 2018)

Exercise - process to train for, assess, practice, and improve performance in an organization. (FEMA)

Culling Principles - encapsulate the set of policies, plans, and standards that shall guide the organization in attaining its continuity goal.


Hazard - a dangerous phenomenon, substance, human activity, or condition that may cause loss of life, injury or other health impacts, property damage, loss of livelihood and services, social and economic disruption, or environmental damage. (Rep. Act No.70127)

Hot Site - a continuity facility that already has in place the computer, telecommunications, other information technology, environmental infrastructure, and personnel required to recover critical business functions of information systems. (FEMA)

Impact Areas - refer to people, place/facility, process, partners/supply chain, public, and Information and Communications Technology (ICT) required to ensure the continued performance of the agency/organization's essential functions. It is also known as 5Ps (people, place, process, partners, and public) + ICT.

Incident - an event that might be, or could lead to, a business disruption, loss, emergency or crisis. (ISO 22300) In this document, we will refer to continuity events and incidents as similar terms.

Infrastructure - refers to the entire system of facilities, equipment and services needed for the operation of the organization. (ISO 22301:2012)

	PUBLIC SERVICE CONTINUITY PLAN	Page No.:	Page 7 of 37
		Revision No.:	0
	PCSO PSCP 2025	Effectivity:	December 15, 2025

Insurance - a contract to finance the cost of risk. Should a named risk event (loss) occur, the insurance contract will pay the holder the contractual amount. (BCI)

Mission Essential Function (MEF) - critical activities performed by organizations, especially after a disruption of normal activities which enables the organization to provide vital services, exercise civil authority, maintain the safety and well-being of the general populace and sustain the industrial and economic base in an emergency. It is the limited set or organization-level government functions that must be continued throughout or resumed rapidly after a disruption or normal activities. (FEMA)

Organizational Resilience - the ability of an organization to anticipate, prepare for, respond, and adapt to incremental change and sudden disruptions in order to survive and prosper. (British Standard - BS 65000)


Operational Continuity- the ability of a system to continue working despite damage, losses or critical events. In the Human Resources and Organizational domain, including IT, it implies the need to determine the level of resilience of the system, its ability to recover after an event, and build a system that resists to external and internal events or can recover after an event without losing its external performance management capability. (NATO Standardization Agency)

Plan, Do, Check, Act (PDCA) - a model used to plan, establish, implement, and operate, monitor, and review, maintain and continually improve the effectiveness of management systems or processes. (ISO 22301:2012)

Policy - a general commitment, direction, or intention and is formally stated by top management. (ISO 22301:2012)

Process - a set of activities that are interrelated or that interact with one another. Processes use resources to transform inputs into outputs. Processes are interconnected because the output from one process becomes the input for another process. (ISO 22301)

Prompt Recovery - the immediate restoration of services following any disruption or incident. (BCM Institute)

	PUBLIC SERVICE CONTINUITY PLAN	Page No.:	Page 8 of 37
		Revision No.:	0
	PCSO PSCP 2025	Effectivity:	December 15, 2025

Public Service Continuity- refers to the business continuity for the public sector and/or the capability of the organization to continue delivery of products or services at acceptable predefined levels following disruptive incident. (ISO 22300)

Public Service Continuity Plan - refers to the business continuity plan for the public sector and/or the documented procedures that guide organizations to respond, recover, resume, and restore to a pre-defined level of operation following disruption. (ISO 22301)

Public Utilities- refers to the organizations which provide the everyday needs of the public at large, such as water, electricity, gas, communication services, transportation, and other essentials. Utilities may be private or government owned. (Rep. Act No.11659)


Recovery - the implementation of prioritized actions required to return an organization's processes and support functions to operational stability following an interruption or disaster. (FEMA)

Recovery Point Objective (RPO) - point in time to which data must be recovered after a disruption. (ISO 27031)

Recover Time Objective (RTO) - Time goal for the restoration and recovery of functions or resources based on the acceptable down time and acceptable level of performance in case of a disruption of operation. (DRI International Glossary for Resilience)

Recovery Timeline - the sequence of recovery activities, or critical path, which must be followed to resume an acceptable level of operation following a business interruption.

Resources- All assets, people, skills, information technology (including plant and equipment), premises, and supplies and information (whether electronic or not) that an organization must have available to use, when needed, to operate and meet its objective. (ISO 22301:2012)

	PUBLIC SERVICE CONTINUITY PLAN	Page No.:	Page 9 of 37
		Revision No.:	0
	PCSO PSCP 2025	Effectivity:	December 15, 2025

Risk - the combination of the probability of an event and its negative consequences. (Rep. Act No.10121)

Risk Assessment - a method to determine the nature and extent of risk by analyzing potential hazards and evaluating existing conditions of vulnerability that together could potentially harm exposed people, property, services, and livelihood. and the environment in which they depend. Risk assessments with associated risk mapping include a review of the technical characteristics of hazards such as their location, intensity, frequency, and probability. (Rep. Act No.10121)


Risk Controls - all methods of reducing the frequency and/or severity of losses including exposure avoidance, loss prevention, loss reduction, segregation of exposure units and non-insurance transfer of risk. (SCI)

Risk Management- the systematic approach and practice of managing uncertainty to minimize potential harm and loss. It comprises risk assessment and analysis, and the implementation of strategies and specific control, reduce and transfer risk. It is widely practiced by organizations to minimize risk in investment decisions and to address operational risk such as those of business disruption, production failure, environmental damage, social impacts and damage from fire and natural hazards. (Rep. Act No.10121)

Risk Profiting - the identification and prioritization of threats in a Risk Analysis methodology (SCI).

Risk Ranking - The ordinal or cardinal rank prioritization of the risks in various alternatives, projects, or units.

Risk Transfer - the process of formally or informally shifting the financial consequences of particular risks from one party to another whereby a household, community, enterprise or state authority will obtain resources from the other party after a disaster occurs, in exchange for ongoing or compensatory social or financial benefits provided to that other party. (Rep. Act No. 10121)

	PUBLIC SERVICE CONTINUITY PLAN	Page No.:	Page 10 of 37
		Revision No.:	0
	PCSO PSCP 2025	Effectivity:	December 15, 2025

Stakeholders - Individual or group having an interest in the performance or success of an organization, e.g., customers, partners, employees, shareholders, owners, the local community, first responders, government, and regulators. (SCI)

Succession Plan - a predetermined plan for ensuring the continuity of authority, decision-making, and communication in the event that key members of executive management unexpectedly become incapacitated. (Disaster Recovery Journal 2019)

Supply Chain- the linked processes that begin with the acquisition of raw material and extend through the delivery of products or services to the end user across the modes of transport. The supply chain may include suppliers, vendors, manufacturing facilities, logistics providers, internal distribution centers, distributors, wholesalers, and other entities that lead to the end user. (BCI)

Supporting Activity - services delivered to another part of the organization.


Testing - refers to the procedure for evaluation, a means of determining the presence, quality, or veracity of something. (ISO 22300)

Threat - a potential cause of an unwanted incident, which may result in harm to individuals, a system or organization, the environment, or the community. (BCI Glossary)

Vital Records - records essential to the continued functioning or reconstitution of an organization during and after an emergency, and those records essential to protecting the legal and financial rights of that organization and of the individuals directly affected by its activities. (DRJ)


Welfare of Employees - the services, facilities and benefits provided or done by an employer in addition to wages or salaries. (ILO)

Work Plan - this should cover the detailed activities, timelines, and person in-charge for completing, testing, evaluating, packaging, updating, and improving the PSCP.

	PUBLIC SERVICE CONTINUITY PLAN	Page No.:	Page 11 of 37
		Revision No.:	0
	PCSO PSCP 2025	Effectivity:	December 15, 2025

ACRONYMS OF AGENCIES AND ORGANIZATIONS

PCSO	- Philippine Charity Sweepstakes Office
CSC	- Civil Service Commission
GCG	- Governance Commission for Government-Owned or -Controlled Corporations
NDRRMC	- National Disaster Risk Reduction and Management Council
BIR	- Bureau of Internal Revenue
LBP	- Land Bank of the Philippines
BSP	- Banko Sentral ng Pilipinas
GSIS	- Government Service and Insurance System
PhilHealth	- Philippine Health Insurance Corporation
Pag-Ibig	- Pag-Ibig Fund (Home Development Mutual Fund)
PAGASA	- Philippine Atmospheric Geophysical and Astronomical Services Administration
PHIVOLCS	- Philippine Institute of Volcanology and Seismology
PNP	- Philippine National Police
PNP-ACG	- Philippine National Police Anti-Cybercrime Group
PNP-EOD	- Philippine National Police Explosive Ordnance Disposal
DICT	- Department of Information and Communications Technology
MMDA	- Metro Manila Development Authority
CIAC	- Clark International Airport Complex
NBI	- National Bureau of Investigation
DRRMO	- Disaster Risk Reduction Management Office
LGU	- Local Government Unit
BFP	- Bureau of Fire Protection
WHO	- World Health Organization
CCT	- Continuity Core Team
CWG	- Continuity Working Group
OHSC	- Occupational Health and Safety (OHS) Committee
DCG	- Disaster and Control Group
EPRSC	- Emergency Preparedness and Response Sub-Committee

	PUBLIC SERVICE CONTINUITY PLAN	Page No.:	Page 12 of 37
		Revision No.:	0
	PCSO PSCP 2025	Effectivity:	December 15, 2025

IV. POLICY

In compliance with the requirements of the Governance Commission for Government-Owned or -Controlled Corporations (GCG) Memorandum Circular No. 1 s. 2024 and pursuant to the National Disaster Risk Reduction and Management Council (NDRRMC) Memorandum No. 33 s. 2018, the Management and Board of Directors of the Philippine Charity Sweepstakes Office (PCSO) recognized the need to establish, implement, maintain and continually improve appropriate procedures for the PSCP.

Hence, the Philippine Charity Sweepstakes Office, adopts the hereunder enumerated continuity objectives:

- To safeguard human life;
- To enable effective decision-making and communication during incidents;
- To reduce dependency on a specific critical function holder;
- To effectively respond to disruptive events;
- To enhance organizational credibility by ensuring quick recovery from disruption and immediate resumption of critical services to the public and other stakeholders;
- To return to business as usual promptly; and
- To ensure continual improvement of the organization through public service continuity management.

V. SCOPE


The PCSO's Public Service Continuity Plan (PSCP) is applicable to the Board and Executive Management, Officers, and all employees or personnel such as workers with regular (plantilla) position, Job Order, and Contract of Service type of employment occupying office in the following addresses:

- Sun Plaza Building, Shaw Blvd., Mandaluyong City;
- Conservatory Building, Shaw Blvd., Mandaluyong City;
- Shaw Plaza Building, Shaw Blvd., Mandaluyong City;
- Unit 109-111, Central Business Park, Amang Rodriguez Ave., Manggahan, Pasig City; and
- Branch Offices – see Appendix 1 for the list of branch offices.

The plan also applies to employees implementing flexible work arrangements as per Civil Service Commission (CSC) Resolution No. 2200209. In addition, portions of this

This Manual is confidential and must not be copied, reproduced or distributed without prior approval from the General Manager of the Philippine Charity Sweepstakes Office.

[12]

	PUBLIC SERVICE CONTINUITY PLAN	Page No.:	Page 13 of 37
		Revision No.:	0
	PCSO PSCP 2025	Effectivity:	December 15, 2025

plan also apply to clients such as prize claimants, lotto agents transacting business, and those seeking for charity services inside PCSO's premises, service providers, and other stakeholders with interest in the operations and performance of the Philippine Charity Sweepstakes Office.

This plan provides platforms and systems for managing the immediate resumption of the critical operations (i.e. Mission Essential Functions) and auxiliary services (i.e. Essential Supporting Activities) of the organization in the event of disruptions. Specifically, the pertinent disruption scenarios include:

- a) Unavailability of critical process owners to provide services;
- b) Damage to draw court and harm to its occupants;
- c) Denied access to the draw court and all data centers for a sustained period of time;
- d) Breakdown of systems such as Medical Assistance Program (MAP), Computerized Accounting System (CAS) and Remote Access Monitoring Terminal (RAMT); and
- e) Failure of public utilities to supply services

This plan is not intended to address daily operational contingencies and large-scale regional or national disasters, as well as disruptions in non-critical and non-sensitive functions (i.e., Deferrable Missions and Deferrable Supporting Activities). Disrupted functions that correspond to little or no cost to the PCSO can either be tolerated, postponed, rescheduled or cancelled.

The PSCP contains information considered by the CCT to be highly classified and highly confidential based on existing confidentiality policy and document classification laws, rules and regulations. The PCSO employees are required to uphold and observe its confidentiality policy and must not distribute contents of this manual deemed to be highly classified and confidential.


VI. ROLES AND RESPONSIBILITIES

A. Continuity Core Team (CCT)

1. Purpose of the CCT

The Continuity Core Team (CCT) is established to provide overall direction, coordination, and oversight for the formulation and implementation of the PCSO Public Service Continuity Plan (PSCP). Its primary purpose is to ensure that continuity arrangements are in place to sustain mission-essential functions and supporting activities before, during, and after disruptive events.

This Manual is confidential and must not be copied, reproduced or distributed without prior approval from the General Manager of the Philippine Charity Sweepstakes Office.

	PUBLIC SERVICE CONTINUITY PLAN	Page No.:	Page 14 of 37
		Revision No.:	0
	PCSO PSCP 2025	Effectivity:	December 15, 2025


Specifically, the CCT leads the end-to-end PSCP lifecycle, including the development, refinement, finalization, testing, implementation, evaluation, packaging, updating, and continuous improvement of the Plan. It serves as the central body for aligning continuity measures with operational requirements across PCSO and for prioritizing functions and activities in accordance with established recovery objectives.

For purposes of this PSCP, the CCT also acts as the main coordinating platform among offices and units that perform critical functions and processes, promoting consistent application of the PSCP and helping institutionalize continuity practices within the organization.

2. Composition of the CCT

The CCT is composed of the following:

- a. Head of Agency - General Manager
- b. Continuity Manager - Remeliza Jovita M. Gabuyo, AGM
- c. Continuity Coordinator - Atty. John Derek N. Porciuncula, Manager
- d. Continuity Working Group
 - Head : Orlando M. Malaca, Manager
 - Assistant Head : May V. Cerelles, Manager
 - Members : Jason Albos
Atty. Eufracio R. Fufugal, Jr.
Danica Bonggon
Dr. Krisch Trine Ramos
Ava Catherine Ordillano
Christian O. Cunanan
Marifi Baladad
Engr. Nelson Orejudos
Ral A. Lavin
Andrew S. Limjoco

	PUBLIC SERVICE CONTINUITY PLAN	Page No.:	Page 15 of 37
		Revision No.:	0
	PCSO PSCP 2025	Effectivity:	December 15, 2025

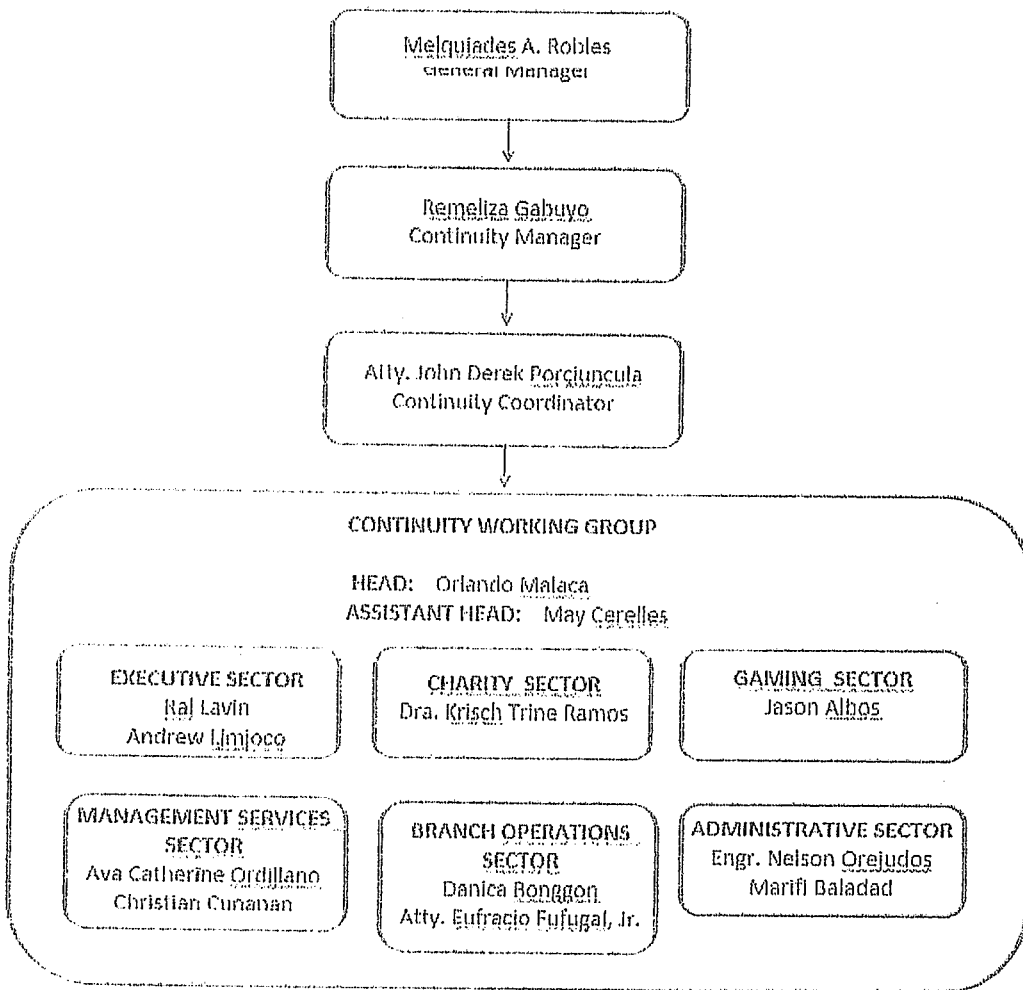



Figure 1 - PCSO CCT Organizational Structure

The roles, responsibilities, and authorities of the CCT members are formally defined in an Office Order, as shown in Appendix 2.

	PUBLIC SERVICE CONTINUITY PLAN	Page No.:	Page 16 of 37
		Revision No.:	0
	PCSO PSCP 2025	Effectivity:	December 15, 2025

3. Roles and Responsibilities of the CCT

a. Head of Agency

The Head of Agency shall:

- 1.1 Ensure the continuation of essential services during a disruption, emergency, or disaster by making critical decisions and providing strategic direction;
- 1.2 Ensure that continuity programs are sufficiently funded;
- 1.3 Provide overall guidance and policy direction in the development and implementation of the PSCP;
- 1.4 Ensure the appointment of key continuity personnel and the provision of adequate budget for facilities, equipment, and training;
- 1.5 Approve final plans, policies, and other documents developed by the Continuity Working Group (CWG); and
- 1.6 Declare the activation of the PSCP upon the recommendation of the Disaster Control Group (DCG) or its equivalent team.

b. Continuity Manager


The Continuity Manager shall:

- (1) Oversee the activities of the Continuity Coordinator and the CWG;
- (2) Provide an annual summary report of continuity planning activities to the Head of Agency;
- (3) Administer the continuity budget and submit funding requirements for approval by the Head of Agency;
- (4) Recommend approval of all required continuity plans and programs to the Head of Agency; and
- (5) Support and enable the work of the Continuity Coordinator and CWG to ensure the effective implementation of the PSCP.

c. Continuity Coordinator

The Continuity Coordinator shall:

- (1) Provide overall coordination of continuity activities for the organization;
- (2) Coordinate planning activities among members of the CWG, ensuring that their inputs are aligned with and supportive of the overall continuity plan and the sustainment of essential functions;

	PUBLIC SERVICE CONTINUITY PLAN	Page No.:	Page 17 of 37
		Revision No.:	0
	PCSO PSCP 2025	Effectivity:	December 15, 2025

- (3) Develop the continuity program budget and prepare draft funding requirements for review, approval, and endorsement by the Continuity Manager;
- (4) Notify appropriate offices and organizations upon activation or execution of continuity plans;
- (5) Provide technical guidance and support to the CWG in the development, implementation, and updating of the continuity plan; and
- (6) Serve as the primary advocate and focal person for the continuity plan and program within the organization.

d. **Continuity Working Group (CWG)**

The Continuity Working Group shall:

- 4.1 Develop, document, and maintain the PCSO continuity plan and related procedures, tools, and templates;
- 4.2 Identify and help resolve issues related to the development, implementation, and improvement of the continuity program;
- 4.3 Establish, as necessary, sub-groups or office- or division-level CWGs for the development of PSCPs at a smaller scope (e.g., division-level or office-level PSCP), aligned with the broader PCSO PSCP.


B. **Disaster Control Group (DCG)**

1. **Composition of the DCG**

PCSO has established its Disaster Control Group (DCG), which functions as the Emergency Preparedness and Response Sub-Committee (EPRSC) of the PCSO Occupational Health and Safety (OHS) Committee. The DCG is composed of:

- Head : Dr. Clarissa Ferrer, Manager, MSD
- Assistant Head : Dr. Rouel Aparato, Medical Officer VI, MSD
- Members : Marie Louise Serojales
Pepito Grandeur Guerrero
Patrick de la Rosa

The OHS Secretariat is composed of the Head, Safety Officer, Health Officer, and designated members.

	PUBLIC SERVICE CONTINUITY PLAN	Page No.:	Page 18 of 37
		Revision No.:	0
	PCSO PSCP 2025	Effectivity:	December 15, 2025

The structure, roles, responsibilities, and authorities of the EPRSC for the Main Offices, as well as a similar but scaled-down EPRSC for the PCSO branch offices, are defined in the relevant Office Orders.

The other two sub-committees under the PCSO Occupational Health and Safety Committee are:

- 2nd Sub-Committee - please provide the details
- 3rd Sub-committee - please provide the details

Refer to Appendix 3 for the Office Order on the PCSO OHS Committee.


2. Roles and Responsibilities of the DCG

The Emergency Preparedness and Response Sub-Committee (EPRSC), also referred to as the Disaster Control Group (DCG), serves as PCSO's incident command body during emergencies. It is responsible for ensuring safety and security within PCSO premises, managing incident response for all types of emergencies, and providing an organized operational response commensurate with the magnitude and impact of incidents.

In this capacity, the EPRSC/DCG serves as the operational implementing arm of the CCT. It is responsible for implementing preparedness, response, and recovery measures before, during, and after emergencies and disruptive events.

Acting under the strategic direction of the CCT, the EPRSC/DCG shall:

- Ensure the timely mobilization and deployment of personnel and resources;
- Coordinate the activities of Emergency Response Teams (ERTs) across all PCSO offices;
- Facilitate efficient communication with all PCSO departments, branch offices, and external response agencies; and
- Support the implementation of the PSCP, particularly in the phases of incident management, stabilization, and transition to recovery and continuity operations.

	PUBLIC SERVICE CONTINUITY PLAN	Page No.:	Page 19 of 37
		Revision No.:	0
	PCSO PSCP 2025	Effectivity:	December 15, 2025

The EPR Sub-Committee/DCG shall be assisted by the existing security and janitorial service personnel in:

- Maintaining order and safety within office premises;
- Securing and clearing evacuation routes; and
- Supporting emergency operations before, during, and after disasters.

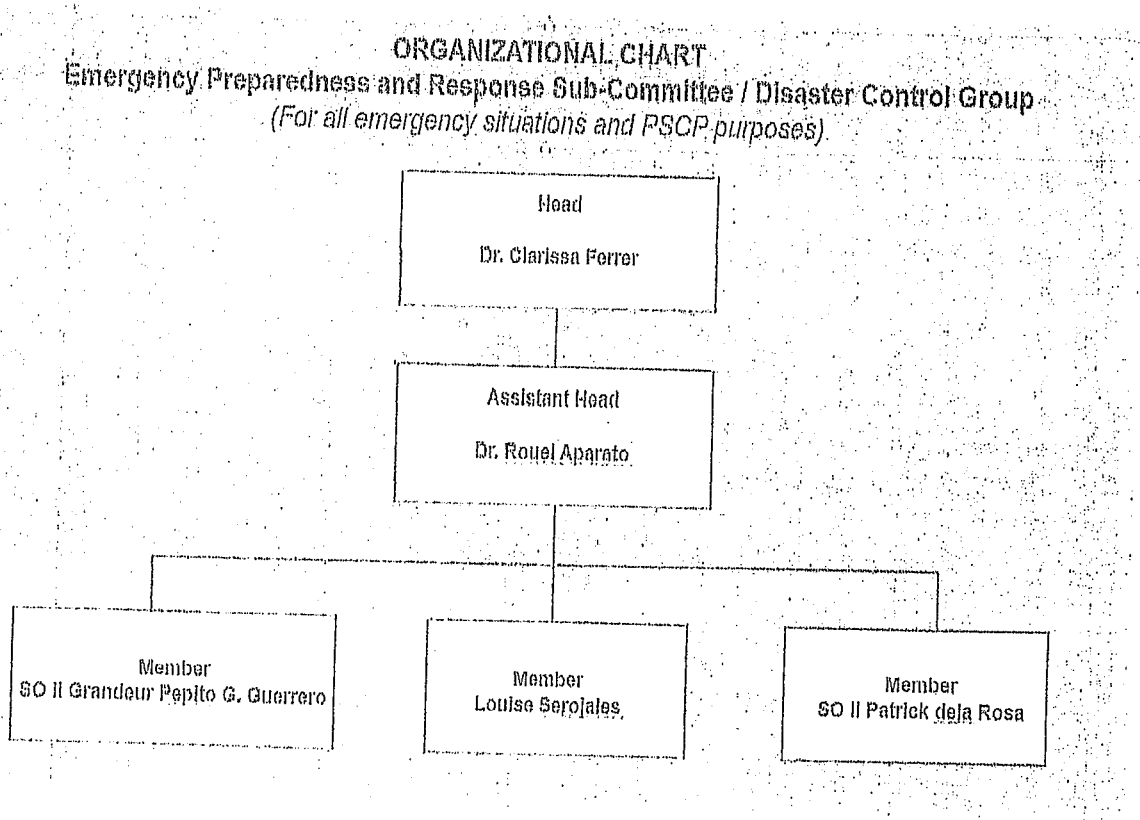



Figure 2 – Main Office Emergency Preparedness and Response Sub-Committee (Under the Occupational Health and Safety Committee)

	PUBLIC SERVICE CONTINUITY PLAN	Page No.:	Page 20 of 37
		Revision No.:	0
	PCSO PSCP 2025	Effectivity:	December 15, 2025

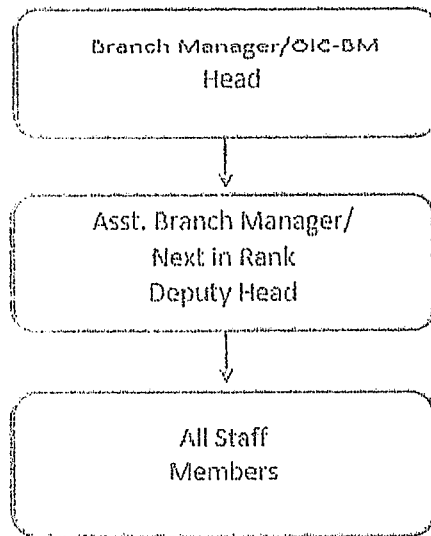


Figure 3.1 – Emergency Preparedness and Response Sub-Committee for Branch Offices (A)

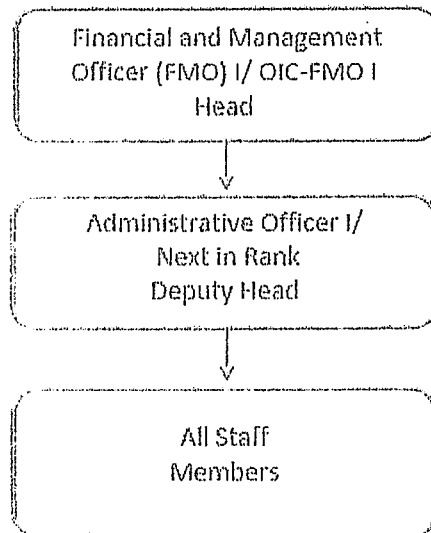



Figure 3.2 – Emergency Preparedness and Response Sub-Committee for Branch Offices (B)

	PUBLIC SERVICE CONTINUITY PLAN	Page No.:	Page 21 of 37
		Revision No.:	0
	PCSO PSCP 2025	Effectivity:	December 15, 2025

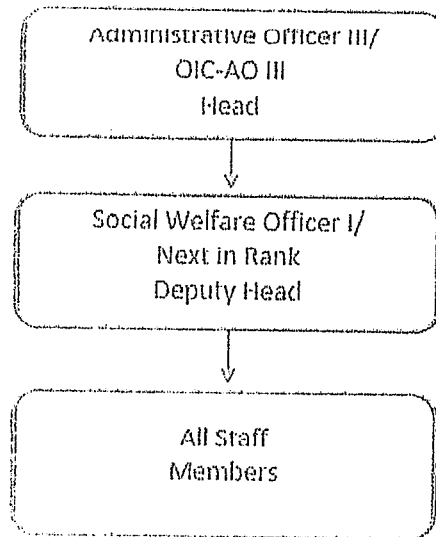



Figure 3.3 – Emergency Preparedness and Response Sub-Committee for Branch Offices (C)

VII. ASSUMPTIONS

To ensure that PCSO maintains a functional, realistic, and implementable PSCP, certain assumptions have been adopted as the basis for its emergency preparedness and response capabilities. These assumptions consider the organization's operating environment, higher-level standards (where applicable), results of risk assessments, and status of impact areas (People, Place, Process, Partners, Public, and ICT). Given PCSO's size and nationwide operations, the following are the minimum assumptions for its PSCP.

A. Minimum PCSO-Wide Assumptions:

1. A Disaster Control Group (DCG), acting as first responders, is established and fully authorized to respond immediately to any disruption or incident affecting the organization.
2. A designated alternate site is identified and utilized if the primary office is rendered inaccessible due to the effects of a disaster.
3. Critical resources and lifeline services (e.g., water, electricity, telecommunications) may be unavailable for up to seventy-two (72) hours.

	PUBLIC SERVICE CONTINUITY PLAN	Page No.:	Page 22 of 37
		Revision No.:	0
	PCSO PSCP 2025	Effectivity:	December 15, 2025

4. Alternative Work Arrangements (AWA) and/or continuity facilities such as satellite offices are established and identified to support continued operations.
5. Skeletal staff for Mission Essential Functions (MEFs) are available on a 24/7 or on-call basis, while skeletal staff for Essential Supporting Activities are available on a scheduled basis.
6. Information systems and other Information and Communications Technology (ICT) equipment may not be functional or available for at least the first twenty-four (24) hours after the disruptive event.

B. Additional General Assumptions

In addition, PCSO adopts the following general assumptions:


1. A copy of the PCSO PSCP is provided and made accessible to all organizational units tasked to respond during emergencies and disruptive events.
2. The PSCP covers three time-based scenarios:
 - o The first 0–24 hours following an incident;
 - o 2–7 days following an incident; and
 - o 8–14 days following an incident.
3. The PSCP will be reviewed on a regular basis, with a full update at least once a year or whenever there is a significant change in operations, organizational structure, or risk profile.
4. The PSCP is regularly tested, maintained, continually improved, and updated as necessary, based on lessons learned from exercises, drills, actual incidents, and process reviews.

Refer to Appendix 4 for PCSO’s Detailed Assumptions for its PSCP.

VIII. MISSION-ESSENTIAL FUNCTIONS (MEFs) AND RECOVERY TIME OBJECTIVES (RTOs)

A. Mission Essential Functions And Supporting Activities

PCSO identified its organizational functions and, guided by the framework shown in Figure 3 and the definitions of organizational functions and activities, determined its Mission Essential Functions (MEFs) and Essential Supporting Activities (ESAs). The complete list of functions and activities is provided in Appendix 5.

	PUBLIC SERVICE CONTINUITY PLAN	Page No.:	Page 23 of 37
		Revision No.:	0
	PCSO PSCP 2025	Effectivity:	December 15, 2025

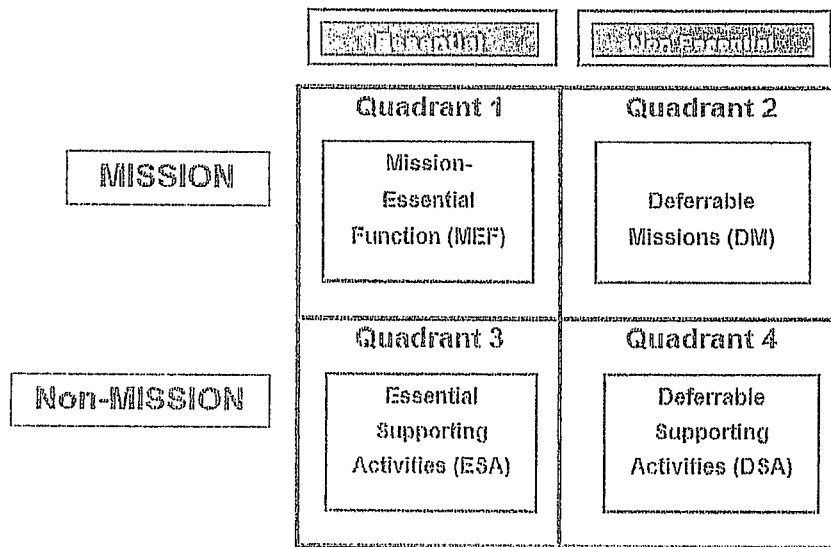



Figure 4. Guide for determining MEFs and ESAs

For reference:

- **Organizational Function** – A core process or set of duties and responsibilities of the Agency as stated in its mandate, charter, functional statements, or as operationalized in its policies, processes, and programs. The ISO 9001:2015 QMS business process map may be used to identify core processes.
- **Mission Functions** – Functions that result in the delivery of front-line or critical services required by the public or other organizations, consistent with the Agency’s mandate (external clients or users).
 - **Mission Essential Functions (Quadrant 1)** – Services required by the public or core functions that must continue or be resumed immediately during and after disaster events. These cannot be delayed beyond their required process timelines.
 - **Mission Non-Essential Services (Quadrant 2)** – Services that are not critical during disaster events and may be postponed, deferred, rescheduled, or temporarily suspended until essential functions have been stabilized.

	PUBLIC SERVICE CONTINUITY PLAN	Page No.:	Page 24 of 37
		Revision No.:	0
	PCSO PSCP 2025	Effectivity:	December 15, 2025

- **Non-Mission Functions** – Also called Supporting Activities; these refer to internal activities required to support the delivery of mission functions and core processes.
 - **Essential Supporting Activities (Quadrant 3)** – Internal functions or activities required to support the performance of MEFs during emergencies.
 - **Non-Mission Non-Essential Activities (Quadrant 4)** – Deferrable Supporting Activities that may be temporarily deferred or suspended during an emergency without significantly affecting essential services.

The identification and classification of mission functions and supporting activities provide a structured basis for prioritizing PCSO's processes, particularly in determining:

- Which services must be restored immediately;
- Which services must be restored within a pre-determined optimal period; and
- Which services may be postponed or temporarily suspended, with due consideration for organizational viability and continued delivery of frontline services.

In summary, PCSO has identified the following:

- **Mission Essential Functions (MEFs)** – 5
- **Deferrable Missions** – 20
- **Essential Supporting Activities (ESAs)** – 9
- **Deferrable Supporting Activities** – 22


Refer to Appendix 5 – Mission Essential Functions and Essential Supporting Activities, which contains:

- Table 1 – Organizational Functional List
- Table 2 – Function Categorization Matrix
- Table 3 – MEFs and ESAs: Functional Requirements, Inputs, and Outputs.)

B. Risk Assessment

PCSO identified relevant hazards and assessed associated disaster risks to determine vulnerabilities in its critical functions and impact areas. The basic risk assessment concept is expressed by the formula:

$$\text{Risk} = (\text{Hazard} \times \text{Exposure} \times \text{Vulnerability}) / \text{Capacity}$$

	PUBLIC SERVICE CONTINUITY PLAN	Page No.:	Page 25 of 37
		Revision No.:	0
	PCSO PSCP 2025	Effectivity:	December 15, 2025


For this purpose, PCSO adopted the following working definitions:

- **Risk** – The likelihood of loss of life, injury, or damage resulting from a disaster over a given period (UNIDIR Global Assessment Report 2015), and the combination of the probability of an event and its negative consequences (RA 10121).
- **Hazard** – A dangerous phenomenon, substance, human activity or condition that may cause loss of life, injury or other health impacts, property damage, loss of livelihood and services, social and economic disruption, or environmental damage. (UNISDR 2009).
- **Exposure** – Pertains to the location of people, production, infrastructure, housing, and other tangible human assets in hazard-prone areas (UNISDR Global Assessment Report 2015).
- **Vulnerability** – The characteristics and the circumstances of a community, system, or asset that make it susceptible to the damaging effects of a hazard that may arise from various factors (UNIDIR 2009).
- **Capacity** – The combination of all the strengths, attributes, and resources available within an organization, community or society to manage and reduce disaster risks and strengthen resilience (UNISDR 2009).
- **Risk Appetite** – Determines how much an organization is willing to risk or the amount of risk that an organization is prepared to accept, tolerate, or be exposed to at any point in time (Business Continuity Institute)
- **Residual Risk** – The remaining level of risk after all feasible and cost-effective measures to reduce the likelihood and/or impact have been implemented, subject to the organization’s risk appetite.

Risk Assessment Process

PCSO adopted a three-step risk assessment process consistent with ISO 31000, as illustrated in Figure 4:

1. Hazard and Risk Identification
2. Risk Analysis
3. Risk Evaluation and Control

	PUBLIC SERVICE CONTINUITY PLAN	Page No.:	Page 26 of 37
		Revision No.:	0
	PCSO PSCP 2025	Effectivity:	December 15, 2025

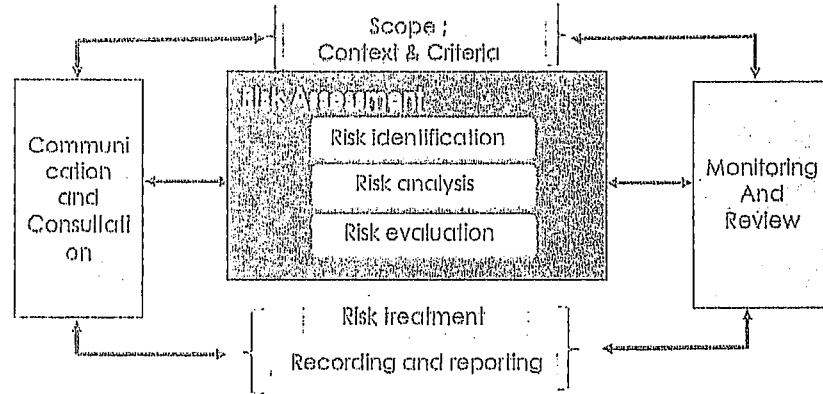


Figure 5 – Risk Assessment Process
(based on ISO 31000)

1. Hazard and Risk Identification

As part of its risk assessment process, PCSO identified hazards and threats that may disrupt its operations and affect the continuity of its Mission Essential Functions (MEFs) and Essential Supporting Activities (ESAs). For this purpose, PCSO considered the following categories of hazards and threats:

- (1) **Natural** – Hazards related to weather patterns and/or physical characteristics of an area (e.g., hydro-meteorological or geophysical events);
- (2) **Human-Induced** – Hazards caused by human actions or negligence.
- (3) **Technological** – Hazards arising from technological or industrial conditions, dangerous procedures, infrastructure failures, or specific human activities;
- (4) **Biological** – Hazards related to biological agents that pose risks to human health; and
- (5) **Internal** – Hazards that affect internal business processes, over which the organization may have partial control or influence.

PCSO then identified specific hazards and threat scenarios under these categories, including the key factors that may transform them into business disruptors. This process enabled PCSO to classify and prioritize risks more systematically and to determine which areas of operation are most vulnerable.



	PUBLIC SERVICE CONTINUITY PLAN	Page No.:	Page 27 of 37
		Revision No.:	0
	PCSO PSCP 2025	Effectivity:	December 15, 2025

Table 4 presents the resulting inventory of hazards and threats, together with the key factors that may affect PCSO operations.

Table 4 - Hazards / Threats to PCSO's Continuity of Operations

HAZARD/THREAT	FACTOR
1. Natural Hazards	
◦ Earthquake	Intensity 6 and above; Proximity to fault line
◦ Typhoon / heavy rainfall and flooding	Signal No. 5 with heavy rainfall and flooding
◦ Tsunami	Proximity to shore line; secondary consequence of a high-intensity earthquake with epicenter at the sea
◦ Volcanic eruption	Proximity to active or inactive volcano
2. Human-induced Hazards	
◦ Fire	Failed prevention and detection controls; May be caused by another major disaster event
◦ Mass-transit strike	Resistance to new government programs or regulations
◦ Vehicular accident	Proximity of draw court to Shaw Blvd
◦ Bomb threat	Prank call or sabotage
3. Technological Hazards	
◦ Cyber-security breach	New cyber threats, or expired cyber-security software subscription
◦ Outdated software	Expired subscription
◦ Loss of data (due to data leak or data theft)	Exploited vulnerabilities and inadequacies in control measures
4. Biological Hazards	
◦ Epidemic	New pathogen or seasonal illnesses
◦ Pandemic	Globally spreading virus or pathogen
5. Internal Hazards	
◦ No power supply (Black-out)	Luzon-wide black out due to technical supply problem
◦ No water supply	Technical supply problem
◦ Interruption of critical lifelines (water and internet connectivity)	Possibly caused by other major disaster events (e.g. earthquake, typhoon, flooding, etc.)

	PUBLIC SERVICE CONTINUITY PLAN	Page No.:	Page 28 of 37
		Revision No.:	0
	PCSO PSCP 2025	Effectivity:	December 15, 2025

Risk on Impact Areas

PCSO assessed vulnerabilities by considering risks to critical functions and to the following impact areas:

- **People** – Threats to life, safety, and well-being of employees, and potential disruption to the workforce;
- **Place** – The possibility that primary workplaces or facilities may become unavailable;
- **Process** – Potential disruption to critical operational activities;
- **Partners** – Effects on the ability of third-party service providers and partners to deliver services;
- **Public** – Effects on public trust, confidence, and perception of PCSO; and
- **ICT** – Potential impacts on ICT systems and applications that support vital operations and services.

b. Risk Analysis


PCSO determined the types and levels of risk by assessing both the likelihood and impact of disruptive events.

Table 5 - Likelihood Rating Scale

Rating	Likelihood	Probability of occurrence of event
5	Frequently/Almost Certain	81 - 100%
4	Likely	61 - 80%
3	Possible	41 - 60%
2	Unlikely	21 - 40%
1	Very Unlikely	0 - 20%

Table 6 - Risk Impact Rating Scale

Rating	Likelihood	Description
5	Extreme	<ul style="list-style-type: none"> ◦ Significant injuries or fatalities to employees and/or other persons (suppliers, visitors, others) within the premises ◦ Significant prosecution and fines, litigation including class action, and incarceration of leadership ◦ International long-term negative media coverage

	PUBLIC SERVICE CONTINUITY PLAN	Page No.:	Page 29 of 37
		Revision No.:	0
	PCSO PSCP 2025	Effectivity:	December 15, 2025

Rating	Likelihood	Description
4	Major	<ul style="list-style-type: none"> ◦ Limited in-patient care required for employees and other persons within the premises ◦ Report to regulator requiring major project for corrective action ◦ Some senior managers leave; high turnover of experienced staff; not perceived as employer of choice ◦ National long-term negative media coverage
3	Moderate	<ul style="list-style-type: none"> ◦ No or minor injuries to employees and other persons within the premises ◦ Reportable incident to regulator; no follow-up ◦ General staff morale problems and increase in turnover ◦ National short-term negative media coverage
2	Minor	<ul style="list-style-type: none"> ◦ No or minor injuries to employees and other persons within the premises ◦ Reportable incident to regulator; no follow-up ◦ General staff morale problems and increase in turnover ◦ Local reputational damage
1	Incidental	<ul style="list-style-type: none"> ◦ No injuries to employees and other persons within the premises ◦ No reportable incident to regulator ◦ Isolate staff dissatisfaction ◦ Local media attention quickly remedied

Hazard/Threat and Risk Assessment

Using the risk rating criteria above, PCSO determined sectoral and institutional risks using the formula:

$$\text{Risk} = \text{Likelihood} \times \text{Impact}$$

A risk heat map was prepared to summarize the various possible risk ratings and their degree of significance, as shown in Table 7.


	PUBLIC SERVICE CONTINUITY PLAN	Page No.:	Page 30 of 37
	PCSO PSCP 2025	Revision No.:	0
		Effectivity:	December 15, 2025

Table 7 - PCSO Risk Heat Map

		RISK HEAT MAP				
LIKELIHOOD RATING	5 (Almost Certain)	5	10	15	20	25
	4 (Very Likely)	4	8	12	16	20
	3 (Likely)	3	6	9	12	15
	2 (Unlikely)	2	4	6	8	10
	1 (Rare)	1	2	3	4	5
		1	2	3	4	5
		Incidental	Minor	Moderate	Major	Extreme
		IMPACT RATING				


Based on the risk ratings, PCSO adopted the following recommended treatment options:

Table 8 – Risk Definition and Recommended Treatment Options

Risk Rating	Risk Level	Recommended Action
20-25	Very High	<ul style="list-style-type: none"> • Reduce risk impact; • Share risk (e.g. contract agreements, partnerships, insurance, etc.)
15-19	High	<ul style="list-style-type: none"> • Mitigate (Reduce Likelihood, or reduce Impact)
10-14	Moderate	<ul style="list-style-type: none"> • Share the risk (e.g. contract agreements, partnerships, insurance, etc.)
4-9	Low	<ul style="list-style-type: none"> • Mitigate (Reduce Likelihood, or reduce Impact)
1-3	Very Low	<ul style="list-style-type: none"> • Accept or retain risk by informed decision

c. Risk Evaluation and Control

Following hazard and risk identification and analysis, PCSO conducts risk evaluation to determine which risks require treatment and to prioritize the corresponding actions. Using the likelihood and impact rating scales in Tables 5 and 6, risks are plotted in the PCSO Risk Heat Map (Table 7), assigned an overall rating (Very High to Very Low), and matched with the

	PUBLIC SERVICE CONTINUITY PLAN	Page No.:	Page 31 of 37
		Revision No.:	0
	PCSO PSCP 2025	Effectivity:	December 15, 2025

recommended treatment options in Table 8. Based on these ratings, existing controls for each impact area (People, Place, Process, Partners, Public, and ICT) are reviewed, and residual risks that remain above acceptable levels are identified. Appropriate risk control measures and action plans, such as policy enhancements, business continuity arrangements, infrastructure improvements, and capacity-building initiatives, are then defined to reduce the likelihood and/or impact of prioritized risks.

The detailed results of PCSO's hazard/threat identification and risk assessment are presented in Appendix 6 – PCSO Risk Assessment.

C. Impact Analysis

PCSO conducted an impact analysis to:

- Assess all operational activities and the potential effects of their disruption; and
- Determine the operational losses and consequences associated with interruptions to essential functions over time.

The impact analysis provides the basis for establishing the Recovery Time Objectives (RTOs) of the Agency. It enables PCSO to prioritize which functions must be restored first and within what timeframe to avoid unacceptable consequences.

The completed Impact Analysis is presented in Appendix 7


D. Recovery Time Objectives (RTO)

The Recovery Time Objective (RTO) is the targeted duration of time and the level of service within which a process, application, or function must be restored after a disruption, to prevent unacceptable impacts on service continuity.

PCSO adopted the following recovery time tier categories:

Table 9 – Time Tier Categories

Tier	Time Objective
Tier 1 (T1)	Must be performed within 0-12 hours
Tier 2 (T2)	Must be performed within 12-24 hours
Tier 3 (T3)	Must be performed within 24-48 hours

	PUBLIC SERVICE CONTINUITY PLAN	Page No.:	Page 32 of 37
		Revision No.:	0
	PCSO PSCP 2025	Effectivity:	December 15, 2025

Tier	Time Duration
Tier 1 (T1)	Must be performed within 40-72 hours
Tier 5 (T5)	Must be performed from 72 hours and beyond

Members of the CCT assessed possible organizational losses through the Impact Analysis to:

- Prioritize MEFs and ESAs that must be restored immediately;
- Align restoration timelines with the designated RTOs; and
- Ensure that the resumption of services is consistent with PCSO’s mandate and acceptable risk levels.

The resulting RTOs for PCSO’s MEFs and ESAs are presented in Appendix 8 – Recovery Time Objectives.

IX. ACTIVATION AND DEACTIVATION OF THE PSCP: AUTHORITY AND CRITERIA

When a disruptive event affects PCSO facilities and operations, emergency response procedures are implemented first to protect and preserve life, property, and assets. The primary objective at this stage is to minimize damage and safeguard people.

Once emergency response measures are in place and the safety of all employees, external providers, and guests have been reasonably assured, the Disaster Control Group (DCG), through the Emergency Preparedness and Response Sub-Committee of the Occupational Health and Safety (OHS) Committee, will assess the overall impact of the disruption.


If the assessment shows that:

- Vital services and processes are significantly affected; or
- The facility is inaccessible, thereby impairing service delivery,

The DCG shall recommend the activation of the PSCP.

A. Authority to Activate and Deactivate the PSCP

The PCSO General Manager (GM), has the authority to declare the activation of the PSCP upon the recommendation of the CCT and in coordination with the DCG/Emergency Preparedness and Response Sub-Committee.

	PUBLIC SERVICE CONTINUITY PLAN	Page No.:	Page 33 of 37
		Revision No.:	0
	PCSO PSCP 2025	Effectivity:	December 15, 2025

In the event of the GM's unavailability, the authority to activate the PSCP shall follow the order of succession as defined in Special Order No. 2025-665 dated November 25, 2025.

The Office Order serves to formally empower the designated officials and ensure timely, effective, and seamless activation, operation, and eventual deactivation of the PSCP.

B. Criteria and Procedures for PSCP Activation and Deactivation

The detailed criteria and procedures governing the activation and deactivation of the PSCP are specified in Appendix 9 – PSCP Activation and Deactivation Authority, Criteria and Procedures.

X. RESOURCE REQUIREMENTS

PCSO has identified the human, physical, financial, and technological resources required to ensure the continuity of MEFs and ESAs and the effective implementation of its Public Service Continuity Management System.

These include, but are not limited to:


- Personnel (including skeletal staff and specialized roles);
- Facilities and alternate work sites;
- Equipment, vehicles, and supplies;
- Platforms and systems (including ICT infrastructure);
- External partners and service providers; and
- Funding and budgetary support.

PCSO has aligned and allocated resources to support critical functions and services, consistent with the RTOs and risk treatment strategies.

Details of these requirements are provided in Appendix 10 – PCSO MEF / ESA Resource Requirements.

XI. CONTINUITY STRATEGIES

The agency established its continuity or recovery strategies to ensure that its operations can be sustained or promptly restored in times of crisis or disaster. These strategies focus primarily on restoring Mission Essential Functions (MEFs), supported by Essential Supporting Activities (ESAs).

	PUBLIC SERVICE CONTINUITY PLAN	Page No.:	Page 34 of 37
		Revision No.:	0
	PCSO PSCP 2025	Effectivity:	December 15, 2025

PCSO's continuity strategies are implemented through:

- The Disaster Control Group (Emergency Preparedness and Response Sub-Committee of the OHS Committee);
- Adequate resources and communication channels; and
- Established linkages with key stakeholders such as other government agencies, service providers, and partners.

The design of these strategies is anchored on the organization's Recovery Time Objectives (RTOs), taking into account:

- PCSO's existing and planned capabilities and capacities;
- Associated costs of recovery options; and
- The potential impact and consequences of delayed or non-action.


The key elements of PCSO's continuity strategies include:

1. **Vital Records** – Ensuring the protection, accessibility, and recoverability of vital documents and records;
2. **People** – Safeguarding personnel welfare and ensuring the availability of key staff for MEFs and ESAs;
3. **Facilities and Equipment** – Maintaining functional primary and alternate sites, including essential equipment and utilities; and
4. **Communication and Technology** – Securing communication channels, ICT systems, and platforms necessary for decision-making and service delivery.

PCSO has also established the following prerequisite continuity requirements:

- Order of succession;
- Delegation of authority;
- Continuity facilities (alternate sites and work arrangements); and
- Continuity communication requirements (redundant channels and protocols).

Details of these strategies are provided in **Appendix 11 – PCSO Continuity Strategies**.

	PUBLIC SERVICE CONTINUITY PLAN	Page No.:	Page 35 of 37
		Revision No.:	0
	PCSO PSCP 2025	Effectivity:	December 15, 2025

XII. COMMUNICATION PROCEDURES

PCSO has established communication procedures to guide the flow of information during emergencies and disruptive events. These procedures ensure coordinated, consistent, and timely communication among:

- Top management;
- Employees and internal units; and
- External stakeholders, including the public, partner agencies, and media.

The communication system is designed to:


- Clearly define roles and responsibilities;
- Ensure the issuance of timely advisories, bulletins, and status reports; and
- Prevent conflicting or inaccurate information from being released.

The agency's communication procedures include:

1. **Information Registry** – A predefined list of data and information to be disseminated to specific stakeholders, based on purpose, audience, and potential impact;
2. **Communication Categorization Diagram** – A process flow for distinguishing classified from unclassified information as part of the emergency communication process;
3. **Notification System** – The platforms and channels (e.g., email, SMS, official social media, voice calls) to be used for internal and external dissemination of information;
4. **Call Tree** – A structured cascading communication flow from top management to staff (and, where applicable, vice versa), to ensure rapid and comprehensive information relay; and
5. **Media Releases** – Protocols for releasing information cleared for public dissemination through traditional and digital media, to ensure transparency and mitigate reputational risks related to disaster events.

To ensure cohesive messaging and avoid conflicting information, the following responsible offices/persons for PSCP-related communication were established:

- The Continuity Core Team (CCT) Head;
- The Disaster Control Group / Emergency Preparedness and Response Sub-Committee – Communication Team Head; and
- Other officers directly designated by the General Manager in consultation with the CCT.

	PUBLIC SERVICE CONTINUITY PLAN	Page No.:	Page 36 of 37
		Revision No.:	0
	PCSO PSCP 2025	Effectivity:	December 15, 2025

Additional details are provided in Appendix 12 – Communication Procedures.

XIII. TESTING AND MAINTENANCE OF THE PSCP

The PCSO ensures that its PSCP remains updated, practical, and responsive to organizational needs through regular testing, exercises, and process reviews.

These activities are designed to:

1. Promote and strengthen the preparedness of all designated personnel to perform essential tasks required for the implementation of the PSCP;
2. Reinforce knowledge of emergency procedures, facilities, systems, and equipment;
3. Evaluate existing policies, plans, procedures, facilities, systems, and equipment, and identify gaps, weaknesses, or areas for enhancement;
4. Provide hands-on training to personnel responsible for emergency response and recovery activities, thereby increasing their competence and confidence;
5. Test defined roles and responsibilities, and improve coordination, cooperation, and communication among employees in general and among the CCT, DCG, and other stakeholders in particular;
6. Comply with policy requirements of concerned government agencies;
7. Meet applicable internal standards and requirements set by PCSO; and
8. Enhance overall readiness and preparedness for emergency and disaster response and management.


The specific procedures and schedules for testing, exercises, evaluation, and updating of the PSCP are detailed in Appendix 13 – PSCP Test and Maintenance Procedures.

XIV. APPROVAL AND MONITORING OF THE PLAN

The PSCP is submitted to the General Manager for endorsement to the PCSO Board of Directors for approval.

Once approved by the Board, this PSCP Manual shall take effect immediately.

Its implementation and compliance shall be monitored by the CCT, CWG, DCG, and other designated offices, in accordance with their respective mandates and assigned roles.

	PUBLIC SERVICE CONTINUITY PLAN	Page No.:	Page 37 of 37
		Revision No.:	0
	PCSO PSCP 2025	Effectivity:	December 15, 2025

The PSCP shall be subject to regular review and updating to ensure that it remains current, relevant, and responsive to the operational requirements and risk environment of PCSO.

Prepared by:

The Continuity Working Group