

UP Diliman Return-to-Work Guidelines



Post-ECQ Work Protocols and Transaction Guidelines

UP Diliman Information Office

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The UP Diliman Information Office (UPDIO) is the public information and communications arm of UPD. It is tasked to provide accurate, comprehensive and timely information on UPD's plans, programs and activities to the University's various stakeholders as befitting UP's stature as the country's national university.

In the Post-ECQ period, UPDIO implements the following guidelines in the conduct of its business in fulfillment of its mandate.

Work Arrangement

UPDIO adopts alternative work arrangements: Work-From-Home (WFH), Skeleton (Skeletal) Workforce, and a combination of both in compliance with Administrative Order No. FRN-20-052.

The office maintains its regular operating hours, with skeleton staff manning the operations from Monday to Friday, 8 a.m. to 6 p.m. The arranged staff schedule assures the services of at least one administrative staff, one writer and one digital content provider.

List of Services

1. Inquiries

UPDIO commits to respond and attend to inquiries from UP units and other stakeholders through UPDIO's official communication channels from which the request was received. UPDIO can be reached through the following:

- a. Telefax 8.924.1881 or 8.924.1882
- b. VOIP 8.981.8500 loc. 3981 or 3982
- c. Email updio@up.edu.ph
- d. Website <http://upd.edu.ph>
- e. Facebook <https://www.facebook.com/OfficialUPDiliman>

2. Requests for Posting

UPDIO accepts requests for inclusion in the Announcement, What's UP? and other sections of the official UP Diliman website. Requests for posting on official social media sites are also welcome. Requests are evaluated based on content which must be UPD-related, relevant and timely.

The requesting party must provide the necessary materials pertinent to the posts:

- Text should not exceed 400 words

- Title of the event, date and time, link to the site (if applicable)
- Contact information of the proponents
- Poster and/or images in jpeg format with at least 200 dpi

UPDIO reserves the right to edit materials for compatibility with house style and editorial policy.

3. Requests for UP Diliman materials

UP Diliman offices and academic units, students and other stakeholders can write a letter requesting for the following institutional files and materials. Kindly take note of requirements specific to the request.

a. UPDIO current and archival files

Letter of Request addressed to the UPDIO Director stating:

- Purpose of request
- Date when article or image was published; or when the event was covered by the UPDIO
- Compliance to clause on giving UPDIO proper credit should the materials be used for printed or online publication
- Email address where the files will be sent

b. UP Diliman campus maps, primers and information kits

Letter of Request addressed to the UPDIO Director stating:

- Purpose of request
- Type and quantity of institutional materials requested

4. Requests for Layout and Digital Visual Materials

UPDIO offers the following digital image processing and layout services to the Office of the Chancellor and to Task Forces or Committees the Chancellor heads.

a. Conceptualization and Design of Online Graphics

- Includes image processing and editing

of online posts such as Bulletins, Announcements and Infographics

- Creation of logos and institutional brand templates

b. Preparation of Materials for Online and Printed Publication

- Packaging of full news articles and statements into concise snippets for online publication
- Packaging of camera-ready or computer-to-plate materials for printed publication

c. Layout of Tarpaulins

- Must be approved by the Chancellor, relayed by the UPDIO Director
- Requesting units must provide necessary details and images to be used

d. Layout of Calling Cards

- Service open to UP Diliman officials and personnel upon approval of a Letter of Request addressed to UPDIO Director
- Must include complete details of person requesting calling card: full name, position, unit/office, office address, telefax, VOIP number, mobile number, email address, and faculty rank, department and college (if applicable)

5. Infocast-Related Requests

In partnership with a telecommunications company and in fulfillment of its mandate to provide timely information, UPDIO is capable of sending real-time Short Message Service (SMS) to UPD's faculty, staff, students and other members of its academic community.

a. Send official announcements and bulletins

- Directive must emanate from official channels
- Content of the message to be sent must be 385 characters or less, including spaces

b. Enroll relevant numbers to Infocast database

Requires voluntary submission of:

- Mobile number
- Full name
- Name of unit

Services Suspended

In consideration of the health and safety of its staff, and abiding by the provisions and limitations set forth by the government, UPDIO is temporarily suspending the following services:

1. Face-to-face inquiries and requests for information
2. News and photo coverage of live events with 10 or more participants
3. Publication of printed UPDate Newsletter (temporarily migrated online)
4. Campus Tours

All UPDIO employees, physically reporting for duty or working from home, are considered frontliners whose work are essential in ensuring efficient and clear communication lines among members of the University. The office commits to fulfill its mandate while observing safety protocols and in complete mindfulness of the current situation.