

NINETEENTH CONGRESS OF THE  
REPUBLIC OF THE PHILIPPINES )  
First Regular Session )

'22 AUG 10 P 4 :41

SENATE  
P.S. Resolution No. 121

RECEIVED



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Introduced by **SENATOR IMEE R. MARCOS**

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**RESOLUTION**  
**URGING THE APPROPRIATE SENATE COMMITTEE TO CONDUCT AN**  
**INQUIRY, IN AID OF LEGISLATION, INTO THE MISSED ECONOMIC**  
**OPPORTUNITIES OF THE INFORMATION TECHNOLOGY - BUSINESS**  
**PROCESS OUTSOURCING INDUSTRY IF A LONG-TERM WORK-FROM-HOME**  
**POLICY IS NOT EMPLOYED**

**WHEREAS**, according to the 1987 Constitution, the State shall develop a self-reliant and independent national economy and shall protect the rights of workers and promote their welfare;

**WHEREAS**, due to the Coronavirus Disease 2019 (COVID-19), former President Rodrigo Roa Duterte issued Proclamation No. 929 series of 2020 which declared a State of Calamity throughout the Philippines that resulted to a nationwide Enhanced Community Quarantine (ECQ) for a period of six months, which was later on extended by various Presidential Proclamations;

**WHEREAS**, despite the efforts and interventions made by the government to prevent its spread, such as the nationwide COVID-19 vaccination program, the number of COVID-19 cases and deaths continue to rise;

**WHEREAS**, as of 2021, the Information Technology – Business Process Outsourcing (IT - BPO) industry employs 1.44 million workers and generated a total revenue of \$29.5 billion;

**WHEREAS**, due to the pandemic, the Fiscal Incentives Review Board (FIRB) allowed the Philippine Economic Zone Authority (PEZA) IT-BPO firms to operate on a 90-10 Work-From-Home (WFH) - onsite work arrangement until 31 March 2022 as its assistance to PEZA Registered Business Enterprises;

**WHEREAS**, on 21 June 2022 the FIRB, through Resolution No. 017-22, announced that it is allowing not more than 30% of the workforce of registered IT-

BPOs and business enterprises to continue with a WFH arrangement, without diminution of fiscal incentives, until 12 September 2022 or at the end of the State of Calamity declared by former President Duterte;

**WHEREAS**, according to the IT and Business Process Association of the Philippines (IBPAP) Polls held on March 2022, 88% of IT-BPM employees in the Philippines were more efficient and productive in a hybrid model. In addition, 62% of IT-BPO employees will consider leaving their job if they were not provided work flexibility in terms of hybrid working;

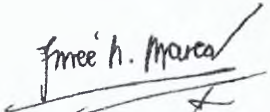
**WHEREAS**, on April 2022, in a statement made by the Alliance of Call Center Workers (ACW), the best solution for IT-BPO workers is to have a hybrid work arrangement that will allow employees to choose their preferred method. ACW Co-Convenor Emman David stated that, *"We would appreciate it if (the government) would declare that they would honor WFH arrangements indefinitely. The best and only solution to this issue is a hybrid setup wherein BPO employees are given the option, guaranteed by Republic Act No. 11165 or the Telecommuting Act, to work from home should they wish to. We have received reports from some of our group members that their employers are interested in requesting a Letter of Authority (LOA) from the PEZA for the 30% work-from-home setup but are unsure how to proceed given the situation"*;

**WHEREAS**, due to the changes, many investors, foreign and local, are confused and hesitant to invest, given the investments made by IT-BPOs during the pandemic to enable their workers to do WFH. Further, PEZA stated that it had been receiving messages from workers of registered IT-BPOs raising concerns about costs, health, and safety regarding the return to office mandate;

**WHEREAS**, if fully supported by the right government policy, the industry expects its potential revenue to increase in 2028 by \$27.6 billion and headcount to increase by 1.06 million workers;

**NOW, THEREFORE, BE IT RESOLVED AS IT IS HEREBY RESOLVED**, directing the appropriate Senate committee to conduct an inquiry, in aid of legislation, into the missed economic opportunities of the Information Technology – Business Process Outsourcing Industry if a long-term Work-From-Home policy is not employed.

*Adopted,*

  
**IMEE R. MARCOS**