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Precisely Right.

**01 100 1432634**

**Audit Report as per**

**ISO 9001:2015**

**for**

**Employees' Compensation Commission**

**4th & 5th Floor, ECC Building, 355 Sen. Gil Puyat**

**Avenue Makati City 1200 Philippines**

Client	Standard	Certification Number	Audit Type
Employees' Compensation Commission	ISO 9001:2015	01 100 1432634	Re-certification Audit

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**Client's representative**

Engr. Jose Maria S. Batino, OIC Executive Director  
Ms. Grace David, QMR

**Audit (team) leader**

Minda Fe Villapando (Lead Auditor)

**Audit team**

Hilario Capili (Auditor), Maribeth Lucanas (Auditor),  
Rhene Rose Zara (Auditor), Rolando Remitar  
(Auditor)

**Audit date**

2023-12-18 - 2023-12-19

## 1. Audit result

Management system effectiveness was verified by an appropriately selected audit team. This applies in particular to the compliance of workflows with standard requirements and descriptions in the management system documentation. The audit objectives as mentioned in the audit plan, the special features of the organization's business activities, the applicable statutory and regulatory requirements set forth in other generally applicable documents were also take into account. This was done by means of a sampling approach, by conducting interviews and reviewing the appropriate documentation. Audit findings and recommendations regarding opportunities for improvement have been set forth in section 4 of this report.

<b>Nonconformities from last audit</b>	There were no nonconformities revealed during last audit.
<b>Nonconformities current audit</b>	The current audit did not reveal any nonconformities.
<b>Re-Audit</b>	A re-audit is not required. In case the current audit did reveal nonconformities please refer to the nonconformity report for more details.
<b>Stage 1 Audit</b>	There have been no significant changes to the management system, the organization or the context in which the management system is operating.

The organization has established and maintains an effective system to ensure compliance with its policy and objectives. The audit team confirms in line with the audit targets and the review of the system over the period

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of the certification and complaints received from users of the certification that the organization's management system complies with, adequately maintains and implements the requirements of the standard.

Recommendations:

- Award of new certificates
- Inclusion of the changes in the scope of application of existing certification

## 2. Scope

### 2.1. Description of the organization

The Employees' Compensation Commission (ECC) is a government corporate entity attached to the Department of Labor and Employment (DOLE) for policy and program coordination. It became operational in 1975 through PD 626 and was created primarily to "promote and develop a tax-exempt Employees' Compensation Program (ECP) whereby employees and their dependents, in the event of work-connected disability or death, may promptly secure adequate income benefit and medical or related benefits."

The Secretary of Labor and Employment chairs the eight-member Commission composed of the heads of the Social Security System (SSS) and the Government Service Insurance System (GSIS), the Chairperson of Philippine Health Insurance Corporation (PhilHealth), Chairperson of the Civil Service Commission (CSC) all ex-officio members, the ECC Executive Director and two members representing the employers' and employees' sectors appointed by the President of the Philippines. For the past many years, the DOLE Secretaries, owing to their many concerns, have designated Undersecretaries to sit in their behalf as chair-designate/alternate of the Commission as well as the heads of the SSS, GSIS, PhilHealth.

Mission: To provide a package of benefits to employees and/or their dependents in the event of work-connected sickness, injury, disability and/or death.

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Vision: By 2022, Employees' Compensation Commission (ECC) is a nationally-recognized social insurance institution committed to protect workers who meet work-connected sickness, injury, disability and/or death.

Corporate Values:

We at the ECC are God-loving, dedicated and steadfast professionals and public servants.

We stand for transparency, efficiency, and effectiveness in our office operations.

We deal with our clients and other publics with utmost courtesy, patience, compassion

We deliver excellent services promptly and fairly to all

## 2.2. Scope of certification

Standard	Scope of certification
ISO 9001:2015	Public Administration that provides social services such as Development and Review of Policy on Employees' Compensation Program, Disposition of Employees' Compensation appealed cases, and Rehabilitation of Persons with Work Related Disability(PWRDs).

Standard	Not applicable standard requirement	Reason for non-applicability
ISO 9001:2015	8.3 – Design and development of products and services	Clause 8.3 Design and Development is not applicable. The agency provides its services based on pre-determined needs of its clients Clause 7.1.5 Monitoring and Measuring Resources is not applicable. The agency does not utilize equipment or devices that need calibration

The organization has no shift operation. Only 1 Shift: 0800H-1700H, M-F

Internal auditing throughout the multi-site organization was verified with a positive result. The management representative has appropriate authority over the sites included in the multi-site organization.

The audit was done on-site and didn't include any remote auditing activities.

Locations audited during the audit are marked accordingly within the table in the Annex to this report.

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### 3. Changes in the management system / Contract review

The following major changes have been implemented in the management system and the management system documentation since the last audit:

- Scope: Advocacy and Information Dissemination was transferred from core process to support process
- Changes of addresses of the following Regional Extension Units (REUs):

Site 3/ ECC Regional Extension Unit VI (WESTERN VISAYAS)

From: ECC Office, G/F M.E. Building Diversion Road, Dungon B, Jaro, Iloilo City

To: 4th Floor, 7J Corporate Center, Jalandoni Cor. Ledesma St., Brgy. Gloria, Iloilo City (new address)

Site 4/ ECC Regional Extension Unit XIII (CARAGA)

From: Department of Labor and Employment (DOLE) Compound, ECC Office, Nimfa Tiu Building 10, J. P. Rosales Avenue, Butuan City, Agusan del Norte

To: ECC, Ground Floor, CFI Community Coop. Building, Limaha Butuan City (new address)

- Appointment of Atty. Kaima Via B. Velasquez, Executive Director effective Aug. 1, 2023 (formerly Jose Maria S. Batino, OIC ED was transferred as Occupational Safety & Health Center OIC Executive Director of the DOLE.)

The implementation of these changes in the existing management system and the management system documentation was verified within the framework of the audit. The order details which form the basis of the audit (incl. number of employees, scope and sites) does not reflect the actual situation in the organization.

The description of the scope in the certificate doesn't appropriately reflect the scope of the management system in the following points:

The addresses of the following REU's were not in accordance with Calculation Tool dated 2023-06-13:

- Site 3/ ECC Regional Extension Unit VI (WESTERN VISAYAS), Address: 4th Floor, 7J Corporate Center, Jalandoni Cor. Ledesma St., Brgy. Gloria, Iloilo City

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- Site 4/ ECC Regional Extension Unit XIII (CARAGA), Address: ECC, Ground Floor, CFI Community Coop. Building, Limaha Butuan City

The audit plan was not changed during the audit.

## 4. Audit findings

The audit findings related to the audited standard are listed in the Annex to this report. In view of the sampling approach applied to the audit, weaknesses and nonconformities may still exist which have not been identified during the audit.

No.	Location / Department / Process	Positive findings
1.	Central Office / Site 1 / ICT /	<p>Acquisition of the following IT Infrastructure is commendable:</p> <ul style="list-style-type: none"> <li>- 30 new unit replacement of Laptop</li> <li>- One (1) cloud server</li> <li>- One (1) UPS</li> <li>- Subscription to google workspace</li> <li>- Upgrade of internet from 30 mbps to 70 mbps</li> </ul> <p>Use of ICT Inventory System for easy monitoring of laptops/desktops specification and condition/status starting year 2023.</p>
2.	Central Office/ Site 1 / Top Management /	<p>International Award:</p> <p>ASEAN Social Security Association (ASSA) Recognition of ECC's efforts in Customer Service "Pagbangon" (The Rise) -21 November 2023</p> <p>Local Awards:</p>

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		<p>Certificate of Commendation from National Commission on Muslim Filipinos (NCMF), December 2023</p> <p>2023 Oragon Awards - Special Citation for Convergence Stakeholders in TAV Implementation, -December 12, 2023</p> <p>Certificate of Recognition for the strong partnership provided to the WVOSH Network, Inc., -November 19, 2023</p> <p>Certificate of Recognition for establishing a partnership with Council for the Welfare of Children in disseminating the EC Program among its officers and employees, -October 12, 2023</p> <p>Certificate of Recognition for the active partnership extended to the activities of the DOLE and the PESO Managers' Association of the Philippine (PESOMAP) – Western Visayas Inc., -September 05, 2023</p> <p>GAWAD LIO 2023 (Gantimpala sa Adbokasiyang Wasto at Angkop ng DOLE LIO) awarded to #ECCWorkRelated sa Special on Saturday (SOS) and ECC O-PA! (Online Public Assistance), -May 26, 2023</p> <p>Gold Award in recognition of commendable implementation of the DOLE Communication Program for FY 2022 -May 26, 2023</p>
3.	Site 3/ ECC Regional Extension Unit VI (WESTERN VISAYAS) / (WCPRD) Work	<p>REU 6 received the following Certificate of Recognition: -participation in PESO, Sept. 5, 2023</p>



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	Contingency Prevention Rehabilitation Division / Participation and Recognition	- advocacy of assuring worker's on awareness benefits Nov. 19. 2023 -Active Governmental Partner , Nov. 21, 2023
4.	Site 2/ ECC Regional Extension Unit IV-A (CALABARZON) / (WCPRD) Work Contingency Prevention Rehabilitation Division /	The REU -IV-A addressed the previous audit recommendation. The Employees' Compensation Commission Citizen's Charter 2023 (3rd Edition) is already available in tarpaulin and posted in the receiving area.
5.	Site 3/ ECC Regional Extension Unit VI (WESTERN VISAYAS) / (WCPRD) Work Contingency Prevention Rehabilitation Division / Customer Feedback	The following are commendable customer feedback - Overall rating on customer satisfaction survey was "lubos sumasang ayon" - Zero customer complaints - overall rating of entrepreneur training was excellent by the participants

The following recommendations and opportunities for improvement were identified during the audit and are intended to contribute to the continuous improvement of the management system.

No.	Location / Department / Process	Opportunities for improvement
1.	Site 2/ ECC Regional Extension Unit IV-A (CALABARZON) / (WCPRD) Work Contingency Prevention Rehabilitation Division /	Accomplished catch up plans for unmet targets are prepared c/o PPSMD, Ensure the concerned REUs obtain copy of the catch up plans.
2.	Central Office / Site 1 / Human resource /	Consider establishing timetable on the updating of Employee Competencies for reference and monitoring of activity update.  Ensure documenting next planned program for those identified gap wherein the intervention done was found ineffective based on the result of assessment.

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3.	Site 4/ ECC Regional Extension Unit XIII (CARAGA) / (WCPRD) Work Contingency Prevention Rehabilitation Division /	Consider to integrate the implemented mitigating action (e.g. through work instruction, process manual, etc.) that proved to be effective in addressing a specific risk, to assure for its continuous implementation.
4.	Central Office / Site 1 / / External Providers	<p>Ensure to communicate performance of external provider and seek actions for improvement (low or nearing to low performance)</p> <p>May consider improving evaluation of Pest control and elevator providers to gauge delivery service performance and among others.</p> <p>Need to assess necessity to determine and consolidate external providers if all are evaluated accordingly. Currently, responsibility of monitoring and evaluation is within per section.</p>
5.	Site 2/ ECC Regional Extension Unit IV-A (CALABARZON) / (WCPRD) Work Contingency Prevention Rehabilitation Division /	Ensure to provide action plan(s) for Opportunity, monitor the status and evaluate the effectiveness of the action plans to address Opportunity.
6.	Site 3/ ECC Regional Extension Unit VI (WESTERN VISAYAS) / (WCPRD) Work Contingency Prevention Rehabilitation Division /	Identify other relevant risks in Regional Extension units such as unavailability of partner hospital, geographical location of PWRDs, complaints and etc.
7.	Central Office / Site 1 / / Corrective Action	<p>In the description of nonconformity, clearly define the requirements, failure to the requirements and evidence of failure.</p> <p>Corrective action should address the root cause analysis.</p>
8.	Central Office / Site 1 / / Internal Audit Process	Need to ensure the following:

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		<ul style="list-style-type: none"> <li>- Determine risk associated to activities for the planning and execution of audits (e.g., onsite audit, availability of auditees/auditors)</li> <li>- Retain evidence of notification / communication as well as confirmation of audit schedule. May set timeline prior to conduct audit for the preparation and readiness of the process owners</li> <li>- Improvement of service improvement request (SIR) form                             <ul style="list-style-type: none"> <li>a. Separate column for correction and the corrective action</li> <li>b. Inclusion of the target and actual implementation of actions</li> </ul> </li> </ul> <p>There is on-going evaluation checklist improvement. Ensure consistency of implementation. Status will be checked next audit.</p>
9.	Central Office / Site 1 / / Finance	<p>Need to review set targets taking consideration the application of SMART e.g., Accuracy – acceptable void cheques, Timeliness – disbursement within 7 days (Cash assistance)</p> <p>Ensure evidence of actions for unmet targets.</p> <p>Ensure correctness of risk analysis based on the actual set-up e.g., L-4, S-2</p> <p>Likewise, consider identifying other related risk that leads to unachieved objective.</p>
10.	Central Office / Site 1 / / Context of the Organization	<p>Ongoing updating of the Needs &amp; Expectation to include other relevant interested parties (e.g., ARTA). Target completion is by Q1 of 2024, status will be checked next audit.</p>
11.	Site 2/ ECC Regional Extension Unit IV-A (CALABARZON) / (WCPRD) Work	<p>Quality Manual, ECC-D1-QM-011-001-0701-2022-v2 Ver. 2 effective July 1, 2022 item 4.4 Scope of the Quality Management System</p>

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	Contingency Prevention Rehabilitation Division /	must clearly indicate the Regional Extension Units (name of REUs and address) that are covered by the QMS as well as the specific scope for the REUs and justification of exclusion of the existing services that are not covered in QMS. Example, Central Office - Information Dissemination and at REUs - Information Dissemination and Public Assistance Center.
12.	Site 2/ ECC Regional Extension Unit IV-A (CALABARZON) / (WCPRD) Work Contingency Prevention Rehabilitation Division /	Risk and Opportunity Register needs to be formally documented, example identification of current version and effective date, identification who prepared and approved.
13.	Site 2/ ECC Regional Extension Unit IV-A (CALABARZON) / (WCPRD) Work Contingency Prevention Rehabilitation Division /	The Employees' Compensation Commission Citizen's Charter 2023 (3rd Edition) is available in tarpaulin and posted in the receiving area. May consider to provide magnifying glass for clients who may have forgotten eyeglasses.  Also, consider to provide lock for the Customer Satisfaction Survey drop box to maintain confidentiality of information.
14.	Central Office / Site 1 / Facilities Maintenance /	The following activity will commence by year 2024 per CY 2024 Budget Plan: - Building Integrity structure testing - Electrical Testing Status will be checked next audit.
15.	Site 3/ ECC Regional Extension Unit VI (WESTERN VISAYAS) / (WCPRD) Work Contingency Prevention Rehabilitation Division /	The following may be improved: - translate the qualitative result into quantitative summary of customer satisfaction survey - posting of "8888" in the office for complaints - impact assessment and its sustainability of different livelihood programs for PWRDs - assessment of the financial status one year awarding of starter kit (20,000 pesos)

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		<ul style="list-style-type: none"> <li>- complimentary kit for another line of business as an additional investment</li> <li>- monitoring on the processing time of citizen's charter</li> <li>- demographics of clients/PWRDs as a basis for the specific assistance</li> <li>- availability of social worker to assess the psychosocial profile of clients as stated in Citizen Charter</li> </ul>
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## 5. Dates

Due date for the next audit	2024-12-18
Agreed date for the next audit	2024-11-18
Audit release date	2024-02-02

2023-12-27

Signature date



Signature

All information gained during the audit will be treated with strict confidentiality by the audit team and the certification body.

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Annex ISO 9001:2015

Context of the organization
<p>The organization has determined internal and external issues related to the following subject areas:</p> <ul style="list-style-type: none"> <li>• Re-organization per requirement of GCG</li> <li>• Emerging Work and Employee Arrangement</li> <li>• Return to Work Policy</li> <li>• Data Sharing</li> </ul> <p>The organization has identified interested parties and the requirements of these parties. Examples for such parties are:</p> <ul style="list-style-type: none"> <li>• Employees</li> <li>• Commission / Systems</li> <li>• Customers – public and private Filipino workers</li> <li>• Contractors/Suppliers</li> <li>• National Government and other regulatory agencies (DOLE/GCG, COA, BIR PhilHealth, GSIS, HDMF)</li> </ul>
Policy and objectives
<p>Top management has declared its MS-policy binding and implemented. The MS-policy is appropriate and provides a framework for the respective objectives. It commits all employees to pursue continuous Managemesystem improvement. The objectives are measurable and are controlled, communicated and updated regularly. Key objectives include:</p> <p>MFO 1: Improved and Expanded Benefits and Services</p> <ul style="list-style-type: none"> <li>• Policy Review and Development <ul style="list-style-type: none"> <li>- Propose 2 EC policy issuances to enhance benefits and improve services by EO 2023: <ol style="list-style-type: none"> <li>1. Approving the Progressive Increase in the Minimum Daily Income Benefit for EC Temporary Total Disability (TTD) in the Private Sector from Php110 to Php120 in 2023 and Php150 in 2025</li> <li>2. Issuance of Guidelines on the imposition of penalty for late entry of contingencies to the EC logbook</li> </ol> </li> </ul> </li> <li>• Rehabilitation services for Persons with Work-Related Disability (PWRD)</li> </ul> <p>ECC Kagabay Livelihood Projects:</p>

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- 25% (51/205) of the KaGabay Livelihood beneficiaries provided with starter kits the previous year and with sustained livelihood are provided complementary kit by EO of December 2023
- Comprehensive Rehabilitation Program Return to Work Assistance Program (RTWAP)
- 8 workers enrolled to RTWAP Pilot by EO 2023
- Awarded employers with successful PWRDs re-employed or completed occupational skills enhancement after completing RTWAP program
- Recognition of Employers employing PWRD with NCDA (Q4 2023)
- Katulong at Gabay sa Manggagawang May Kapansanan (KaGabay)
- Facilitated the provision of various rehabilitation services to 590 PWRDs by EO December 2023
  - o Facilitated the provision of 400 livelihood / skills training with appropriate start-up kits to PWRDs
  - o Facilitated the provision of physical therapy / occupational therapy services to 120 PWRDs
  - o Facilitated the provision of prosthesis to 70 PWRDs
- Quick Response Program (QRP)
- Visited/monitored 100% of workers involved in work-related contingencies within one (1) month from date reported to ECC, for provision of psycho-social support to qualified beneficiaries

**Process control incl. outsourced processes**

The processes available in the organization have been identified and documented. Process workflows and interactions have been described and appropriately controlled. The processes are evaluated at regular intervals by means of key performance indicators. Key processes within the scope of product realization include:

- Development and Review of Policy on ECP
- Disposition of EC Appealed Cases
- Rehabilitation of PWRDs

The following processes have been outsourced and are appropriately reviewed and controlled:

- Manpower services – Janitorial - Lserv Coporation
- Security Services - Red Bird Security
- External Certification Audit – TUV Rheinland Philippines Corp.
- Maintenance (Elevator) - Jardine Schindler Elevator corporation
- Pest Control - Mac J Pest control services

**Risk-based thinking**

The requirements for risk-based thinking are being realized in the organization as follows:

Risk-based thinking has been applied for the following processes:

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- (PPSMD) Policy, Programs and Systems Management Division
- (WCPRD) Work Contingency Prevention Rehabilitation Division (REUs and Central Office)
- (IPAD) Information and Public Assistance Division
- (FD) Finance Division
- (AD) Appeals Division
- ADMIN / HR
- Facilities Maintenance, ICT

Examples of risks and opportunities of processes identified are:

- SK Eligibility for PTD and PPD only
- AO brings on-hand cash during livelihood awarding
- Loss of Learning Opportunity
- Lack of qualified applicants
- ICT Software and hardware incompatibility

Examples of measures taken to react on identified risks are:

- Consider revision and reformulation of targets; Policy review/amendment
- Provision of vehicle
- Annual competency assessment to be conducted by HR in collaboration with the employee's supervisor, re-entry plan after the training and outputs to ensure learnings from the intervention
- Boost Social media sourcing tools to expand reach for possible applicants
- Utilizing upgrade 100mbps ISP backup

Examples of risks and opportunities concerning the context of the organization are:

- Data Breach
- Cases dispose beyond Process Cycle Time (PCT)
- Unresponsive table of Organization (Lack of manpower)
- Low number of PWRDS provided with services
- Incomplete data from systems
- Amendment of PD 626



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Concerning risk based thinking the following tools are used:

- SWOT Analysis
- Needs And Expectation of Interested Parties
- Planned actions for Risk and Opportunity

### Customer-related and other requirements

The organization analyses and evaluates customer requirements and/or enquiries and any documented, assumed, statutory and regulatory requirements within the scope of a production and feasibility study performed in a team. The person who prepared the offer reviews the contract to ensure its compliance with the offer and documents this compliance in an order confirmation. The same procedure applies to amendments.

The following process requirements significantly affect product or service quality:

- Formulation of EC Policy (EC-PM 04-01)
- Quick Response Program (ECC-PM 04-04)
- EC Appealed Case Disposition (ECC PM-04-02)
- Rehabilitation of Persons with Work Related Disabilities (PWRD's) ECC PM-04-03
- Advocacy and Information Dissemination (ECC-PM 04-05)
- Customer Satisfaction Measurement (ECC-PM 05-04)
- Purchasing of Supplies and Services (ECC PM-03-04)
- Selection and Evaluation of Suppliers (ECC PM-03-05)
- Evaluation Criteria for External Providers (ECC RM-08-01, ECC RM-08-02, ECC RM-08-03)

Key regulatory, statutory and customer-related requirements include:

- GCG MC 2017-01 Interim Performance Based Bonus
- GCG MC 2017-02 Interim Performance Evaluation System for the GOCC Sector
- GCG MC 2018-03 Interim Rules and Guidelines for the Grant of Mid-Year Bonus, Year-End Bonus, and Cash Gift under EO36, s.2017 for FY and Years thereafter
- Implementing Rules and Regulation of P.D. No 626
- P.D. No. 1445 – Commission of Audit (Government Auditing Code of the Philippines)
- R.A. 9184 – Procurement Act of the Philippines
- P.D. No. 442 – Labor Code of the Philippines
- E.O. No 167 – Increasing the Amount of Certain Employment Compensation Benefits for Employees in the Private and Public Sector Increasing the Amount of Certain Employment

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Compensation Benefits for Employees in the Private and Public Sector Increasing the amount of certain Employment Compensation Benefits for Employees in the Private and Public sector.

- E.O. No. 134 – Granting of Career’s Allowance to employee’s compensation (EC) Permanent Partial Disability (PPD) and Permanent Total Disability (PTD) Pensioners in the Public Sector.
- Governance Commission for Government-Owned and Controlled Corporation (GCG) requirements
- Government Appropriation Act
- PD 626

### Customer satisfaction and complaints

The organization maintains documented and effective procedures governing the handling of information, data analyses, improvement actions and responses to customer feedback. ECC uses the revised Customer Satisfaction Measurement CSM Form based on joint Guidelines of ARTA and GCG.

Customer Satisfaction Measurement Survey 2022:

The net overall satisfaction rating is 96.10%, resulting from 53.90% of very satisfied, 42.20%, satisfied, and 3% who were satisfied nor dissatisfied. Out of 1,828 respondents, fifteen persons were dissatisfied, and two were very dissatisfied. The net overall satisfaction rating is continuously improving compared with Year 2020 -93% and Year 2021 -94%.

Public Assistance -8888 referral and Public Assistance -Walk-in are among the services of (IPAD) Information and Public Assistance Division.

For the period January to December 2023, there were 97 Referrals from 8888 Citizen’s Complaint Center/ Presidential Complaint Center (PCC) & Contact Center ng Bayan (CCB). Referrals Process Cycle Time (within 72hours) from the time of receipt by ECC -based on ARTA.

There was no major customer complaint(s) recorded.

### Internal audit and management review

The organization measures the implementation, maintenance and effectiveness of the management system by means of annually scheduled system audits. The organization reliably carries out these audits.

IQA Conducted:

- 1st Batch May 2-12,15-18, 2023 & August 1, 2023
- 2nd Batch September 19, 20, 25 28 29 Oct 2-6, 9-11 and Oct 27, 2023, Dec 11, 2023

Audit Report / Audit Results:

- 1st Batch: Opportunities for Improvement – 16 (3 open), Positive – 1, Nonconformities - 0
- 2nd Batch: Positive -45, Opportunities for Improvement – 80 (all open), Nonconformities - 0

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Audit Results per REU (the rest is Main office OFI's)

- REU 4A (CALABARZON): Positive – 4, Opportunities for Improvement –5
- REU 6 (WESTERN VISATAS): Positive – 2, Opportunities for Improvement -9
- REU 13 (CARAGA): Positive – 5, Opportunities for Improvement –7

Top management reviews the organization's management system at regular intervals and in line with the requirements to ensure its continuous suitability, adequacy and effectiveness. The management review was carried out in accordance with the requirements and was effective.

Date of last management review: 2023-11-13

#### Use of certificate and logo

The organization uses the logo and/or the certificate (e.g. on business cards, company brochures, websites etc.) in compliance with the requirements.

Standard Clause	4.1	4.2	4.3	4.4	5.1	5.2	5.3	6.1	6.2	6.3		
Rating *	1	1	1	1	1	1	1	1	1	1		
Major nonconformity	0	0	0	0	0	0	0	0	0	0		
Minor nonconformity	0	0	0	0	0	0	0	0	0	0		
Standard Clause	7.1	7.2	7.3	7.4	7.5	8.1	8.2	8.3	8.4	8.5	8.6	8.7
Rating *	1	1	1	1	1	1	1	4	1	1	1	1
Major nonconformity	0	0	0	0	0	0	0	0	0	0	0	0
Minor nonconformity	0	0	0	0	0	0	0	0	0	0	0	0
Standard Clause	9.1	9.2	9.3	10.1	10.2	10.3						
Rating *	1	1	1	1	1	1						
Major nonconformity	0	0	0	0	0	0						
Minor nonconformity	0	0	0	0	0	0						

\* Rating:

1 = conforming

2 = not audited in this audit

3 = nonconformity (see nonconformity report)

4 = not applicable

# Audit Report

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The following sites and their scopes are included in the scope of certification:

Certificate No.	Name / Address of site	Employees	Language	Scope of certification	Audited
01 100 1432634	Employees' Compensation Commission 4th & 5th Floor, ECC Building, 355 Sen. Gil Puyat Avenue Makati City 1200 Philippines	117	English	Public Administration that provides social services such as Development and Review of Policy on Employees' Compensation Program, Disposition of Employees' Compensation appealed cases, and Rehabilitation of Persons with Work Related Disability(PWRDs).	<input checked="" type="checkbox"/>
01 100 1432634/01	Employees' Compensation Commission 4th & 5th Floor, ECC Building, 355 Sen. Gil Puyat Avenue Makati City 1200 Philippines	107	English	Public Administration that provides social services such as Development and Review of Policy on Employees' Compensation Program, Disposition of Employees' Compensation appealed cases, and Rehabilitation of Persons with Work Related Disability(PWRDs).	<input checked="" type="checkbox"/>
01 100 1432634/02	Employees Compensation Commission Milan Prestige Building, Unit A Ground Floor, Barangay Halang,ECC Regional Extension Unit IV-A	3	English	Public Administration that provides social services such as Rehabilitation of Persons with Work Related Disability (PWRDs).	<input checked="" type="checkbox"/>

Client	Standard	Certification Number	Audit Type
Employees' Compensation Commission	ISO 9001:2015	01 100 1432634	Re-certification Audit

Certificate No.	Name / Address of site	Employees	Language	Scope of certification	Audited
	(CALABARZON) Calamba City, Laguna 4027 Philippines				
01 100 1432634/03	Employees Compensation Commission 4th Floor, 7J Corporate Center, JalandonECC Regional Extension Unit VI (WESTERN VISAYAS) Iloilo City Proper, Iloilo City 5000 Philippines	3	English	Public Administration that provides social services such as Rehabilitation of Persons with Work Related Disability (PWRDs).	<input checked="" type="checkbox"/>
01 100 1432634/04	Employees Compensation Commission ECC, Ground Floor, CFI Community Coop.ECC Regional Extension Unit XIII (CARAGA) Building, Limaha, Butuan City Philippines	3	English	Public Administration that provides social services such as Rehabilitation of Persons with Work Related Disability (PWRDs).	<input checked="" type="checkbox"/>