

GUIDE OF INVESTIGATORS VIS-À-VIS “NEW NORMAL”

Investigation Process	Adherence to Minimum Health Standards	Usage of Technology/ IT	Revised Deployment Scheme, Work Schedule	Enhanced Personnel Knowledge, Competency	Enhanced Workspace (fixed or mobile), Structure	New Equipment and Funding
Receipt of Complainant/s	Minimum health standards	"e-ReklaMo" or PNP Online Complaint Desk	Modified duty rotation for desk officers	COVID-19 orientation	Room compliant to health standards	Personal protective & ICT equipment
First Response to Crime Scene	Minimum health standards		Modified duty rotation	COVID-19 orientation		Personal protective equipment
Conduct of Investigation	Minimum health standards		Modified duty rotation	COVID-19 orientation	Workspace compliant to health standards	Personal protective equipment
Crime Scene Processing	Minimum health standards		Modified duty rotation	COVID-19 orientation		Personal protective equipment
WCPC Investigation and Assistance	Minimum health standards	Virtual Investigation	Modified duty rotation	COVID-19 orientation	Room compliant to health standards	Personal protective & ICT equipment
Cybercrime Investigation Assistance	Minimum health standards	Virtual Investigation	Modified duty rotation	COVID-19 orientation	Room compliant to health standards	Personal protective & ICT equipment
Special SOCO Procedures	Minimum health standards		Modified duty rotation	COVID-19 orientation	Workspace compliant to health standards	Personal protective equipment
Investigation of suspect/s and witness/es	Minimum health standards	Virtual Investigation	Modified duty rotation	COVID-19 orientation	Room compliant to health standards	Personal protective & ICT equipment
Filing of charges	Minimum health standards	e-Inquest & Online filing of complaint	Modified duty rotation	COVID-19 orientation		Personal protective & ICT equipment
Follow-up of cases	Minimum health standards	Virtual follow-up of cases	Modified duty rotation	COVID-19 orientation		Personal protective & ICT equipment

Attendance to court duties	Minimum health standards	Video conference with court		COVID-19 orientation		Personal protective & ICT equipment
Handling of PUPC	Minimum health standards		Modified duty rotation	COVID-19 orientation	Workspace compliant to health standards	Personal protective equipment
Handling of rescued Victims	Minimum health standards		Modified duty rotation	COVID-19 orientation	Workspace compliant to health standards	Personal protective equipment
Application of Search Warrants	Minimum health standards			COVID-19 orientation	Workspace compliant to health standards	Personal protective equipment
Implementation and Operation of NPCS	Minimum health standards	Online platforms	Modified duty rotation	COVID-19 orientation	Workspace compliant to health standards	Personal protective & ICT equipment
Crime Research and Analysis	Minimum health standards	Video Conferencing	Modified duty rotation	COVID-19 orientation	Workspace compliant to health standards	Personal protective equipment
Managing and Operation of NGIS	Minimum health standards	Online platforms	Modified duty rotation	COVID-19 orientation	Workspace compliant to health standards	Personal protective & ICT equipment
Case Management	Minimum health standards	Video Conferencing	Modified duty rotation	COVID-19 orientation	Workspace compliant to health standards	Personal protective equipment
Conduct of Investigation Training	Minimum health standards	Flexible/Online Classes	Modified duty rotation	COVID-19 orientation	classroom suitable for physical distancing	Personal protective & ICT equipment
Conduct of Pre-Charge Investigation	Minimum health standards	Video Conferencing and Online platforms		COVID-19 orientation	Workspace compliant to health standards	Personal protective & ICT equipment
Inter-agency Coordination	Minimum health standards	Video Conferencing and Online platforms		COVID-19 orientation	Workspace compliant to health standards	Personal protective & ICT equipment

General Guidelines and Applicability

This shall be applicable to all units/offices with investigative functions. The general investigation procedures and protocols as embodied in the Criminal Investigation Manual (Revised 2011) as well as in the existing and applicable procedures and protocols of the PNP Crime Laboratory (PNP CL), PNP Anti-Cyber Crime Group (PNP ACG), PNP Criminal Investigation and Detection Group (PNP CIDG), and PNP Women's and Children Protection Center (PNP WCPC), and other existing applicable investigative procedures and protocols shall be followed and executed but with changes vis-à-vis the requirements in the following factors and configurations under the "New Normal":

- 1) Adherence to the minimum health standards;**
- 2) Usage of information and communication technology;**
- 3) Revised deployment and work scheme;**
- 4) Enhanced personnel knowledge and competency;**
- 5) Enhanced physical infrastructure of workplace; and**
- 6) Required new equipment and funding.**

All other functions that were not covered by this guide and internal in nature to PNP Units with Investigative Functions shall likewise adhere to applicable factors and configurations under the "New Normal".

Definition of Terms:

- a. Information and Communications Technology (ICT)** - is an umbrella term that includes any communication device, encompassing radio, television, cell phones, computer and network hardware, satellite systems, as well as the various services and appliance with them such as video conferencing and distance learning.
- b. Knowledge Competency** – in depth understanding of the subject matter.
- c. Minimum Health Standards** – refers to the guidelines set by the DOH, as well as sector-relevant guidelines issued by government agencies to aid all sectors in all settings to implement non-pharmaceutical interventions (NPI), which refer to public health measures that do not involve vaccines, medications, or other pharmaceutical interventions, which individuals and communities can carry out in order to reduce transmission rates, contact rates, and the duration of infectiousness of individuals in the population to mitigate COVID-19.

These are the minimum levels to be attained in the provision of health services such as but not limited to practicing physical distancing, handwashing, disinfection, wearing of PPEs such as face mask, hand gloves, face shield, and the likes.

- d. Modified Duty Rotation** – is the modification of current duty scheme to remain compliant with the policies set forth by the organization i.e. 14-day or 50/50 and work from home duty scheme.
- e. New Normal** – refers to the emerging behaviors, situations, and minimum public health standards that will be institutionalized in common or routine practices and remain even after the pandemic while the disease is not totally eradicated through means such as widespread immunization. This include actions that will become second nature to the general public as well as policies such as bans on large gatherings that will continue to remain in force.
- f. Personal protective equipment (PPE)** - is protective clothing such as but not limited to face mask, face shield, gloves, or other garments or equipment designed to protect the wearer's body from COVID-19 infection.
- g. Room or Workspace Compliant to Health Standards** – A Workplace that observes the minimum health standards prescribed by the Department of Health such as but not limited to putting up of plastic or acrylic protective barrier in the offices or workplace, foot bath in the entrances, hand washing area, thermal or body temperature scanner.
- h. Virtual Investigation** – An investigation conducted through the internet. It involves the use of investigation software and other computer-based paraphernalia.