

Service Pledge:

We, the officials and personnel of the Government Arsenal (GA) commit ourselves to discharge our respective duties and responsibilities with utmost responsibility, integrity, loyalty and efficiency to enable GA provide quality products and timely services to the satisfaction of its customers at reduced cost and adopt necessary changes to continually improve products and services.

I. On Product Lines

Given the operational standards and product specifications as well as the required resources, we the GA officials and personnel, pledge to commit to manufacture small arms ammunition (SAA) that are ascertained to be safe, reliable and accurate in conformity to U.S. Military Standards. Given the required resources, we likewise commit to be dedicated and devoted in the performance of our jobs in pursuit of the GA's thrust to enhance its manufacturing capability.

Specifically, we will:

- report to duty on time;
- strictly observe the standard operating procedures before, during and after operation;
- fully support the GA "Zero-Defect" Program
- strictly observe camp/office rules and regulations, particularly on safety and security;
- give timely work feedback to supervisors/superiors;
- render overtime services to meet work deadlines;
- report immediately untoward incidents and violations of camp/office rules and regulations;
- support, complement and encourage with one another to promote teamwork;
- strictly implement cost-saving measures of the GA;
- continuously upgrade our know-how and improve our skills for higher level of competence;
- subject ourselves fully to the GA Grievance Mechanism and other personnel mechanisms, programs and undertakings of GA.
- make available competent officials/personnel to meet with AFP in setting its ammunition requirements
- timely notify the AFP available ammunition for hauling
- acts timely on the AFP's directive/notice to facilitate issuance of ammunition

II. On Services Offered:

- **Testing of Small Arms Ammunition**

We, the GA personnel at the Laboratory, Quality Assurance Division, pledge and commit to serve the best interest of government law enforcement agencies and other clients to ensure use of safe and quality ammunition procured from outside sources for the country's men in uniform. Specifically, we will:

- act on the request within two (2) days upon receipt thereof
- notify immediately the client through telephone of any lacking requirements
- make ourselves available for discussion of issues and concerns prior to conduct of testing.
- conduct the test based on established specifications and standards adopted by the client
- provide test result one (1) week after receipt of testing sample

- **Medical/Dental/Laboratory Services**

We, the Arsenal Kalusugan personnel, commit to render services in accordance with the standard practice of medical profession demonstrating sensitivity and appropriate behavior and professionalism to deliver quality health services. Specifically, we will:

- serve with integrity;
- act promptly and timely;
- display procedures, fees and charges;
- provide adequate and correct information;
- be consistent in applying rules;
- be polite and courteous;
- wear proper uniform and identification;
- be available during office hours;
- respond to complaints;
- provide comfortable waiting area
- treat everyone equally, etc.

- **On-the-Job Training**

As opportunity permits, the GA commits to be an instrument in helping direct dependents and close relatives of GA personnel in completion of their school requirement by accommodating them as on-the-job trainees. By this, we, the personnel at the Training and Career Development Section, Administrative Division, pledge and commit to act promptly on the request for on-the-job training, facilitate the process of the application and ensure their assignment to the right office where they can acquire relevant/valuable knowledge and experiences.

- **Educational Tour**

As production schedule permits, the GA pledges and commits to accommodate group of students and visitors for tour of GA manufacturing plants and facilities for an appreciation of the ammunition production process.

- **Familiarization Firing**

As needed, the GA pledges and commits to be part of the marksmanship training of the military, PNP and personnel from other government agencies/NGOs by making available to them the use of GA Firing Range.

