



digitalcitiesph™ roadmap

LEGAZPI CITY



A Digital Industries
Guide to Invest in
Legazpi City

www.digitalcitiesph.com/Legazpi





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digital LEGAZPI



Executive Summary

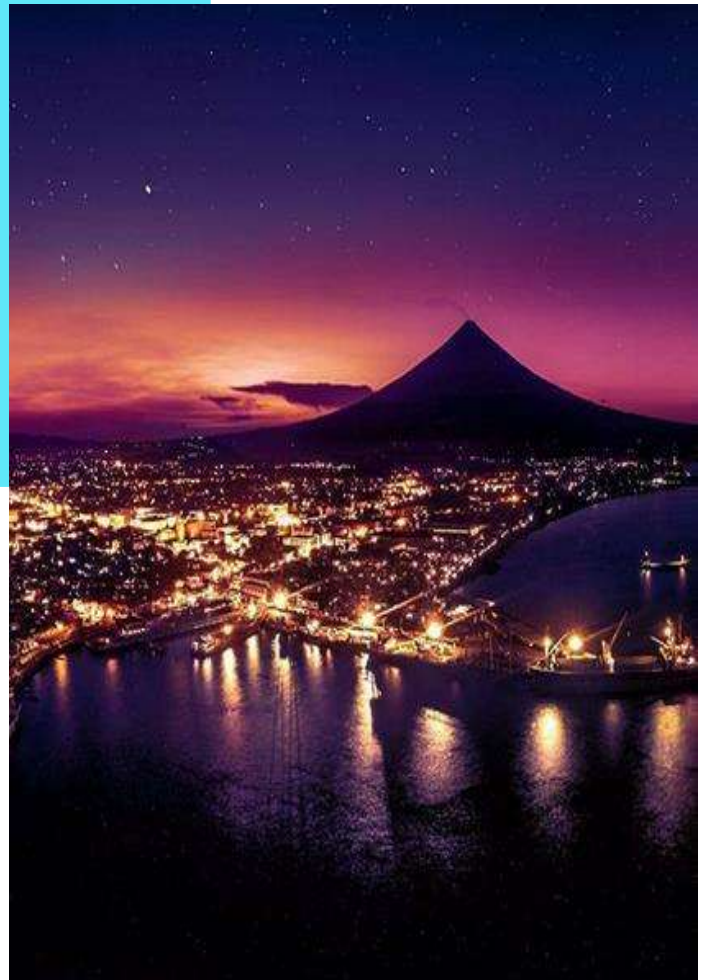
Legazpi City is one of the 25 ideal locations in the Philippines identified under the Digital Cities 2025 Program. Its inclusion in the list validates the strong collaboration among stakeholders in government, private sector and the academe. Today, more than ever - Legazpi, the trade and economic center of the Province of Albay is ready to embrace the prospects of a thriving digital economy.

Legazpi, officially the City of Legazpi, is a 2nd class Component City and capital of the Province of Albay, Philippines. Legazpi is the Regional Center and largest City in the Bicol Region, in terms of population. It is the region's center of tourism, education, health services, commerce and transportation. The City is composed of two districts, namely: Legazpi Port and Old Albay District.

More than its scenic and breathtaking Mayon Volcano, the City is a catalyst for economic growth in Bicol. Our City offers various opportunities for investors to set up a thriving business in the locality given its business – friendly policies and programs, and strong alliance with the private sector. The City's business – friendly initiatives is a strong affirmation of our call for investor's locational decisions.

digital LEGAZPI

For several years, Legazpi City has been consistently recognized by the Department of Trade and Industry as the 2nd Most Competitive Component City in the Philippines. Also, the City has been awarded with the Seal of Good Local Governance (SGLG) by the Department of Trade and Industry, given its good planning and programming, positive and dynamic business and investment climate, sound and stable political, legal and regulatory environment that are supported by good governance, transparency and favorable business climate.



The various awards have been made possible through a number of consultations and engagements of concerned government and non-government entities of the City, holding the promise that collaborative partnership can influence project implementation, success and sustainability.

Under the 'new normal,' Good Governance is still on top of the Chief Executive's political agenda where there is effective participation, multi-actor partnerships, transparent and accountable processes and institutions, an efficient and effective public service delivery, access to knowledge, information and education, political empowerment of people, equity, sustainability, and attitudes and values that foster responsibility, solidarity and tolerance.

Corollary to this, is the City's efforts to push for digitalization through its Digital Transformation Governance Program. As the system evolves through a number of enhanced innovations, the City visualizes itself to become an agent of change despite limited resources and daunting challenges. The sustainability of the various initiatives demands commitment and trust plus a positive mindset and the right attitude, amongst the concerned City workforce. The City has also recognized the importance of partnership with all sectors to pursue its vision of keeping up with the pace of its more progressive neighboring LGUs.

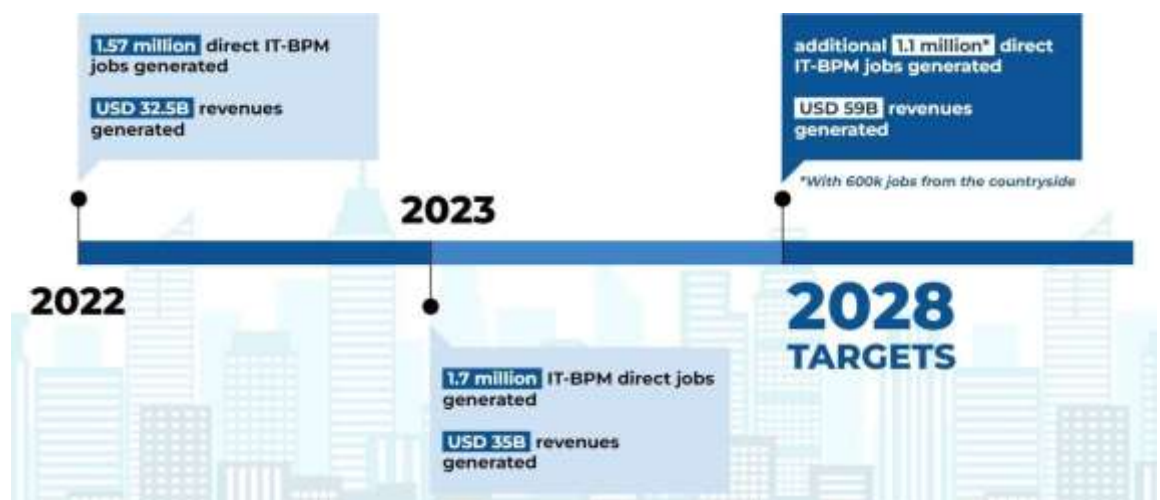
The City Mayor's political will and leadership, coupled with the full support of the public, has proven to be an essential success indicator for the establishment and implementation of the Digital Transformation Governance Program of the City Government of Legazpi City.

The State of the Philippine IT-BPM Industry

The Philippines is a top tier destination for Information Technology – Business Process Management (IT-BPM) services, and is counted among the leaders in the market. In a span of four decades, the sector has achieved significant growth and progress, in terms of expanding its share of the global market. Today, the Philippines is the second largest services delivery location, with a 16-18% share of the global IT-BPM services industry by headcount. The country supports a range of customer experience services, healthcare services, non-voice business process services (finance & accounting, human resources, industry-specific services), IT application development and maintenance services, IT infrastructure services, and digital services, making it a destination of choice for global services delivery. The Philippine IT-BPM sector has grown rapidly with a potential market revenue growth of 5.5% and headcount growth of 5.0% per annum from 2020 to 2022.

The IT-BPM Industry is one of the most resilient sectors of the Philippine Economy. It has 1.5 million Filipinos and USD 31B revenues.

Based on the 2028 IT BPM Roadmap, it is projected that there will be an additional 1.1 million IT-BPM direct jobs generated within the next 6 years and 54% target to be generated in the countryside.



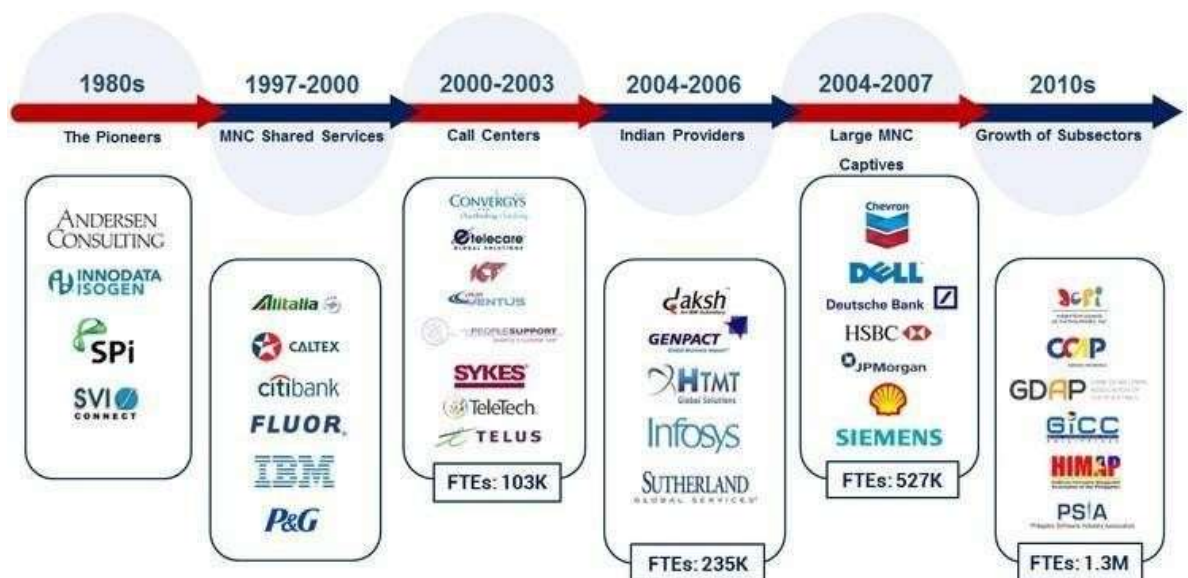


HISTORY

The Philippine IT-BPM industry started as early as the 1980s with companies like Andersen Consulting and Innodata providing software development and document processing services. In the next decade, multinational corporations like Citibank and Procter & Gamble set up their back-office operations in the Philippines to support their operations in the US.

The new decade saw the entry of the major call center outsourcing companies like Sykes and Convergys. This was the start of a massive growth trajectory over the next ten years, with the major providers from India also joining the fray.

The start of the millennium also saw the different subsectors growing such that each started organizing themselves into their own organizations, following the lead of the software subsector.



In 2022, the IBPAP officially launched the IT-BPM Industry Roadmap 2028 (*Launch at the International Innovation Summit last September 29, 2022*). The IT-BPM Roadmap 2028 serves as a six-year blueprint to define the key priorities in digitization, talent, policy shaping, infrastructure, and country branding. Sub-sectoral roadmaps will also help customize strategies and action plans to the needs of each sub-sector.



The IT-BPM Subsectors

Since 2010, the Philippines has been the leading voice BPM services provider surpassing all other markets. Today, the industry has proven its ability to evolve by expanding to multi-tower and higher-value services that have attracted investors and locators globally. Offering more complex and digitally-enabled non-voice services, the Philippine IT-BPM industry has transformed to an Omni channel delivery model and continues to provide niche business process services to various industries.



No. 1 leading provider of Voice BPO services



World-class IT-BPM services to a wide range of Fortune 1000 firms



13% global market share in 2019



Direct employees at 1.3M as of 2019 and projected to be 1.6M by 2022



Industry revenue is at \$26.3B in 2019 and projected to be \$32.2B by 2022

The Philippines offers a diverse range of services to global buyers beyond its traditional strength in voice-based services: contact center & BPO, IT services, health information management services, animation and game development services, and global in-house centers.



These subsectors are organized under their respective organizations:

- Animation Council of the Philippines (ACPI)
- Contact Center Association of the Philippines (CCAP)
- Game Developers Association of the Philippines (GDAP)
- Global In-House Center Council (GICC)
- Healthcare Information Management Association of the Philippines (HIMAP)
- Philippine Software Industry Association (PSIA)

All these organizations fall under the umbrella of the Information Technology and Business Process Association of the Philippines or IBPAP.



The Philippine Advantage



The success of the IT-BPM industry is the result of several factors:

- Robust and diverse talent – the Philippines has a 95% literacy rate, with most people able to speak in English. More than 50% of the population is between the ages of 15 and 49. They possess good communication skills and a high service orientation, characteristics vital to success in the industry.
- Cost competitive – the Philippines provides high quality talent at very competitive rates.
- Expanding infrastructure – the availability of IT parks has helped IT-BPM companies expand very quickly. In addition, the Digital Cities program (and prior to this, the Next Wave Cities program) has helped cities outside the national capital region to develop and attract IT-BPM locators.
- Strong linkages with the government, academe and industry – through the leadership of IBPAP, the industry has maintained a close working relationship with its partners. The government has been supportive in providing fiscal incentives to investors. IBPAP is working closely with the academe to help bridge any skills gaps that may exist.
- Leading in voice capabilities and growing in IT and non-voice business processing.



Economic Impact



The Philippine IT-BPM industry has shown tremendous gains in the last 15 years. From revenues of US\$3.45B in 2006, the industry is forecasted to contribute US\$29.11B to the economy by 2022. This represents about 8% of the country's gross domestic product (GDP).

More significantly, the industry has grown from 236,000 full time employees in 2006 to a forecasted employment of 1.432 million in 2022.



Biggest generator of jobs
with 1.3 million direct
jobs and 4.2 million
indirect jobs



Significant contributor to
the local economy with
US\$ 26.3 billion in
revenues (with 13%
global share)



Advocate of countryside
development with 345K
jobs in over 20 provinces



Enabler of support industries

- Food: PHP 138 Billion
- Banking: PHP 87 Billion
- Real Estate: PHP 74 Billion
- Hospitality: PHP 64 Billion
- Transportation: PHP 54 Billion
- Other Industries: 550 Billion



Aside from its direct employment of 1.3 million (as of 2019), the industry also generated about 4.2 million indirect jobs. The industry works 24 hours a day, 7 days a week and as such, requires support industries like transportation and food services on a full-time basis. This accounts for the additional jobs created by the industry.

The industry, in partnership with the Department of Information & Communications Technology (DICT), is a strong advocate of providing jobs in the countryside. The Next Wave Cities program has so far generated 345,000 jobs outside the National Capital Region. With the Digital Cities Program, the industry is projected to generate 2.5 million direct jobs or FTEs by 2028, which accounts for an additional 1.1 million jobs, with 54% of the said figure coming from non-Metro Manila locations. It is also expected to bring in USD 59 billion in revenues. If the said target is achieved, the industry will share an up to 8.5 percent contribution to the Philippines' Gross Domestic Product.

To achieve such, the IBPAP identified four (4) priorities or acceleration levers, namely 1) government support, 2) talent development, 3) infrastructure expansion, and 4) marketing and brand repositioning:

Priorities / Acceleration Levers





Government Partnership & Support

The IT-BPM industry has been working closely with, and gaining support given by government agencies such as:

- Department of Labor and Employment (DOLE)
- Department of Education (DepEd)
- Department of Transportation (DOTR)
- Department of Tourism (DOT)
- Commission on Higher Education (CHED)
- Department of Trade and Industry (DTI)
- Department of Science and Technology (DOST)
- National Economic Development Authority (NEDA)
- Department of Public Works and Highways (DPWH)
- Department of Interior and Local Government (DILG)
- Technical Education and Skills Development Authority (TESDA)
- Philippine Economic Zone Authority (PEZA)

The Philippines continues to make considerable progress in the areas of ease of doing business and country competitiveness. For the next phase of IT-BPM, the Philippines will see joint initiatives for talent attraction and development, country marketing, policy shaping, and inclusive growth.



The Digital Cities Program

The Department of Information and Communications Technology (DICT), together with the IT and Business Process Association of the Philippines (IBPAP) and Leechiu Property Consultants (LPC), has been advocating for inclusive growth and development around the Philippines through the Next Wave Cities™ program since its inception in 2009.

In 2018, with the help of the National ICT Confederation of the Philippines (NICP), DICT and IBPAP rebranded Next Wave Cities into Digital Cities as a response to the findings of research firm Tholons when it comes to innovation, the startup ecosystem, and digital transformation.

The digital cities PH Portal was also launched that year with the goal of providing current and prospective locators with a comprehensive overview of the investment landscape and offer them strategic insights on cities and municipalities across the country.

This 2020, DICT, IBPAP, and LPC launched Digital Cities 2025 to further highlight the value of countryside development and the capability of key locations outside Metro Manila to become thriving business districts and viable investment hubs for IT-BPM services. These Digital Cities will hopefully motivate existing players to expand beyond the National Capital Region and encourage new ones to set up shop in the Philippines.



The Digital Cities 2025 Scorecard

The Digital Cities scorecard is a four-point evaluation system that assesses possible IT-BPM locations against factors that make a city attractive to investors and locators. These four factors are: talent availability, infrastructure, cost-effectiveness, and business environment.

The criteria used to measure talent availability include number of graduates of higher education, senior high, and technical vocational courses within a 25-kilometer radius of the location's center; presence of educational institutions deemed as Centers of Excellence (COEs) or Centers of Development (CODs); and the location's share in the region's pool of professionals—an indicator of talent density.

Considerations for infrastructure were: expanse of commercial real estate; accessibility by air, land, and sea; capacity of the power and telecommunications grid; number of hotels and other accommodations; presence of major shopping malls; sufficient health facilities; and quality of road networks.

For cost-effectiveness, the scores were based on: wage, power, and rental rates.

Lastly, the following were taken into account for business environment: availability of PEZA IT Ecozones; existence of a local ICT Council; scope of the IT-BPM industry's footprint; vulnerability to natural disturbances; as well as security issues like travel advisories and crime rates.

The "ideal" Digital City, one that would score 100 percent, would require to meet the following parameters (by importance per metric):



Talent

- Over 12,000 higher education graduates a year
- Over 14,000 higher education enrollees a year
- Over 90% regional employment rate
- More than 4 Centers of Excellence or Centers of Development
- Over 12,000 senior high graduates a year
- Over 8,000 technical vocational course graduates a year



Infrastructure

- Availability of commercial real estate
- Distance of 0-5 km of air, land, and sea terminals from the city hall
- Digital Fiber Optic Network
- Grade AAA Power Infrastructure
- Availability of DOT-accredited hotels and other accommodations



Cost

- Competitive rates relative to existing minimum wage guidance for the location
- Less than PHP 300 per sqm/month of commercial real estate rental
- Less than PHP 5.00 per kwh of commercial power rates
- Less than PHP 10.00 per cu.m of commercial water rates



Business Environment

- Presence of PEZA IT Ecozones
- Presence of ICT Councils
- Presence of IT-BPM company or workforce
- Very low vulnerability to natural disturbances
- Zero travel advisories issued against the city

By category, the talent-related metrics make up 40% of the weighted scores, infrastructure-related metrics 30%, cost-related metrics 10%, and business environment 20%. The scores for each Digital City reflect how close or far it is from the ideal scenario based on predetermined points and weights for each metric. As much as possible, only the latest data from single, credible sources are used to determine the score for each metric for all Digital Cities.



Digital Cities Interventions

Aside from the identification of the 25 Digital Cities for 2025, DICT, in collaboration with IBPAP and LPC, also aims to provide the necessary support in four (4) areas:

1. **Institutional Development** - A prerequisite for the other initiatives, institutional development implies the engagement of relevant stakeholders, identification of areas for improvement, and equipping them with the proper skills for the IT-BPM industry.
2. **Talent Development and Attraction** - Talent development and attraction activities aim to promote careers in the industry, establish comprehensive capability development programs for the workforce and academe, and implement upskilling and reskilling initiatives for existing workforce and potential joiners.
3. **Infrastructure Development** - Complementing the institutional and talent development initiatives, infrastructure development aims to provide stakeholders with the tools and instruments fundamental to optimizing the city's potential for IT-BPM growth.
4. **Marketing and Promotion** - To promote the IT-BPM industry here and abroad, a comprehensive marketing and communication strategy, together with advocacy programs, for the countryside are necessary.

With the objective of elevating these locations to their full potential as a thriving IT- BPM hub, the Interventions aim for alignment among government agencies in their pursuit for countryside development and inclusive growth.



BACKGROUND

Why Legazpi City?

Legazpi City's strengths lies in its people – the visionary leadership of its key actors in government and in the academe as well as the relentless spirit of its stakeholders in ensuring that the City benefits from the continually growing prospects of the Information and Communications Technology (ICT) – driven industries. The foresight and dynamism of the local government amidst all the challenges and the amiable nature of Bicolanos towards its investors, when combined, make a winning case for Legazpi's quest as a digital city.

Similarly, the City of Legazpi has been identified in the Bicol Regional Physical Framework Plan as one of the Region's primary growth areas. It is the Regional Center of National Government Agencies (NGAs) and is the Center of Education in the Region. The Albay Provincial Framework Plan also identifies Metro Legazpi as a primary urban center and is the hub of commerce, trade and industry, tourism, modern settlements, transportation, telecommunications and medical services in the province.

Legazpi City is the catalysts for economic growth in the province and the in the region, in general, with approximately four million people from the Bicol Provinces of Sorsogon, Catanduanes, Masbate, as well as the Visayan Provinces of Samar and Leyte, "doing their errands" in the area.

In the same way, the entry of giant business groups from Ayala, SM, Robinson's, Gaisano and Camella has fortified the City's investment role in Bicol Region. Another welcome addition to the infrastructure development in the City, are the construction of the International Cruise Ship Terminal and the Bicol International Airport.



Talent

Region 5-BICOL REGION
Legazpi City
 Province of Albay



4398

Legazpi City Graduates of
 Higher Educational
 Institutions (HEIs) under
 CHED (SY 2022-2023)

12851

Province of Albay Graduates
 of Higher Educational
 Institutions (HEIs) under
 CHED (SY 2022-2023)

34444

Legazpi City Enrollees of
 Higher Educational
 Institutions (HEIs) under
 CHED (SY 2022-2023)

85861

Province of Albay Enrollees
 of Higher Educational
 Institutions (HEIs) under
 CHED (SY2022-2023)

2650

Senior High School Graduates
 under DepEd (SY2022-2023)

18705

Province of Albay Technical
 Vocational (Tech-Voc)
 Graduates of Higher
 Educational Institutions
 (HEIs) under TESDA (SY
 2022-2023)



CHED Region V

Given the national government's commitment to transformational leadership that puts education as the central strategy for investing in the Filipino people, reducing poverty, and building national competitiveness and pursuant to Republic Act 7722, CHED – ROV shall:

- Promote relevant and quality higher education (i.e. higher education institutions and programs are at par with international standards and graduates and professionals are highly competent and recognized in the international arena);
- Ensure that quality higher education is accessible to all who seek it, particularly those who may not be able to afford it;
- Guarantee and protect academic freedom for continuing intellectual growth, advancement of learning and research, development of responsible and effective leadership, education of high-level professionals, and enrichment of historical and cultural heritages; and
- Commit to moral ascendancy that eradicates corrupt practices, institutionalizes transparency and accountability and encourages participatory governance in the Commission and the sub-sector.



Bicol University (BU)

Bicol University (BU), the premiere university in the Bicol region, is a SUC Level IV institution by Department of Budget and Management (DBM) standards, established on June 21, 1969, following the passage of Republic Act 5521. It has 17 colleges spread across its seven campuses in the Province of Albay; with the College of Law and the College of Medicine as its latest addition.

As of latest count, Bicol University has 82 AACCUP accredited academic programs with three programs accredited at Level IV. It is also a Level III accredited institution whose reputation as the premier university in the Bicol region is rooted in its consistent top-level performance in various licensure examinations becoming recognized as Top Performing School in Accountancy, Social Work, Midwifery, Nursing, Education, and Engineering. Having sustained its offering of quality education to Bicolano scholars, BU has been given its seal of excellence as CHED recognized Center of Excellence in Teacher Education, Center of Development in Nursing Education, Center of Development in Fisheries Education, and Center for Higher Education Research. Its commitment towards national thrusts and directions and in meeting the needs of its community beyond the University borders is reflected in its programs and projects as Base Agency for Bicol Consortium for Health Research and Development (BCHRD), and Base Agency for Bicol Consortium for Agriculture, Aquatic, and Natural Resource Research and Development (BCAARRD).

Over the years, it has earned its place as one of the 22 leading state universities in the Philippines. With its vision of a “world-class education for social transformation,” BU has also been included as one of the 20 Higher Education Institutions (HEIS) in the British Council – CHED – University of Liverpool Transnational Education Program. It is also a main participant among the 20 SUCs chosen by CHED in its program on fostering “world-class education.” Propelled by its continuing commitment in the pursuit of globally competitive and quality education, Bicol University is emerging as a key player in internationalization, having been recently rated as three Star Institution by the Quacquarelli-Symonds (QS) Intelligence Unit, the independent compiler of QS World University Rankings.

With its core values of Scholarship, Leadership, Character, and Service as its Four Pillars, Bicol University sees itself continuously serving the Bicolano scholars and producing graduates serving in various fields and offices across the globe and occupying prominent positions as catalysts for social transformation. Bicol University will continue breaking barriers, and building milestones for world-class education and social transformation. *(Renelyn E. Bautista/BU-Communication and Public Relations Office)*



Southern Luzon Technological College Foundation, Inc.

Dubbed as the “School with a Heart”, Southern Luzon Technological College Foundation, Inc. (SLTCFI) is best known for offering quality and affordable education while serving the community with its triad role as a school, a training institution, and a job placement arm.

Founded in the year 1990, SLTCFI has established a vast network of multi-sectoral government and non-government partners and linkages in various industries like BPO, Tourism, Manufacturing, Retail, Construction, and other industries further enabling it to cultivate globally competitive graduates.

The first school to open doors of opportunities to local and international IT industry partners, SLTCFI has cemented its partnerships with Huawei Technologies, Co. Ltd., Spring Valley Tech Corporation, Amazon Web Services, and LayerTech Software Labs, Inc. SLTCFI's collaboration with US-based firm, the US Auto Parts Network, has enabled the institution's talents to provide competent remote services in web development, online web marketing, content copy writing, and customer service. With this, SLTCFI has grown its own call center facility hosting accounts for Call Converge, AT&T, Merchants/Cash Advance, Freeway/HIPP, Hikari, Motion and Airnex Telecommunications and Consumer National.

As a training school and an industry itself, SLTCFI through People2Outsource (P2O) supplies manpower to various call center companies like Convergys, HTMT, NuComm, Telus, IBM, PLDT, Link2Outsource, Accenture and SITEL. The institution also handles legal transcription services on a subcontract basis, providing clients with accurate, top-quality, and timely legal transcribed reports with its highly trained legal transcriptionists and quality assurance specialists.

With a growing number of program offerings, Southern Luzon Technological College Foundation is currently offering various degree programs regulated by the Commission on Higher Education (CHED) under four different Departments: (1) College of Computer Studies; (2) College of Business Administration; (3) College of Education; and (4) College of Tourism Management. SLTCFI also offers specialized training programs regulated by TESDA and Junior and Senior High School regulated by the Department of Education.

Talent

SLTCFI actively promotes Communication and Information Technology (ICT) as a primary industry to uplift the economic situation in the Bicol Region. As the lead of the Albay ICT Association (AICTA) and Legazpi ICT Council (LCICTC) in Legazpi City and Albay province, Ms. Rosemarie Quinto-Rey, the School President/ CEO, was likewise elected as President and co-chair of the LGU in the named associations respectively. SLTCFI is an active member of the National ICT Confederation of the Philippines (NICP) and member-partner of the following organizations: Business Process Association of the Philippines; Contact Center of the Philippines; Animation Council of the Philippines, Inc.; Health Care Information Management Outsourcing Association of the Philippines; Philippine Software Industry Association; Phil Call and other IT BPO companies. Through its Skills Enhancement and Educational Development for Students (SEEDS) Program, SLTCFI is partner with Jollibee Foods Corporation, one of the largest food chains in the country. With the SEEDS project, Jollibee Foods Corporation helps SLTCFI in supporting financially challenge students as they complete their college education.

Southern Luzon Technological College Foundation Inc. continues to uphold its reputation as a self-sustaining and socially responsible institution that cultivates holistic and globally competitive men and women through its quality and affordable education, manpower development and livelihood programs, State-of-the-Art Facilities and modern approaches in global education. Anchored to its guiding principle of “Keeping the Dreams Alive!”, SLTCFI is a lead institution in uplifting the Bicol region and improving socio-economic status of the community.

DIVINE WORD COLLEGE OF LEGAZPI HISTORY AND DEVELOPMENT

The Divine Word College of Legazpi (DWCL) is a Catholic educational institution administered by the Society of the Divine Word (SVD) missionaries since 1961, when they took over the management of Liceo de Albay, a small diocesan high school for boys founded in 1947.

From an exclusive high school for boys, DWCL has grown to become a widely known and respected co- educational institution offering programs for all levels, from kindergarten to graduate school. These programs are housed in two sites—the South Campus, for most of the higher education programs, and the North Campus, primarily for the basic education departments. The South Campus is in the original location along Rizal Street corner Maria Clara St. (now named after Fr. Joseph L. Bates, SVD, the first DWCL President). The North Campus is a five-hectare land at Washington Drive, Legazpi City.

Over the past 60 years under SVD leadership, DWCL has served as a resource for the Church and the country. It has produced many graduates in various fields, bearing the Divinian Graduate Attributes of being God-fearing, Law-Abiding, Disciplined, Resilient, Interpersonally Skilled, Service- Oriented, Competent, Passionate towards Work, Effective Leaders, and Responsible Stewards.

At present, DWCL offers 2 graduate programs and 17 undergraduate programs, 4 of which are in their first 2-3 years of operation. Majority of the 13 established bachelor's degree programs have Level II re- accreditation from the Federation of Accrediting Associations of the Philippines, as evaluated by the Philippine Accrediting Association of Schools, Colleges, and Universities. The rest are in various steps of the accreditation process.

In its desire to help provide needed professionals, DWCL continues to offer even non-popular programs as part of its mission. In addition, it has offered, since 1998, a Free Secondary Distance Education Program (FSDEP) for adult working students. It also offers a Certificate in College Teaching (CCT) course, as well as short-term TESDA NC II courses.

DWCL envisions itself as a prestigious service-oriented Catholic educational institution with qualified, competent, and committed academic and administrative personnel producing globally competitive graduates guided by moral values and the core values of excellence, professionalism, service, justice, peace, and integrity of creation.



In accepting students to the institution, DWCL is guided by the principle of inclusivity, ensuring that individuals have equal opportunities for educational growth and respecting their diverse needs, abilities, and characteristics. Its student services and campus ministry activities complement the academic programs in helping the students attain holistic development.

DWCL maintains a dynamic research culture, as evidenced by its regular publication of Pananaw, the institutional peer-reviewed journal, and monographs of studies conducted by the faculty and students.

DWCL's state-of-the-art facilities include fully air-conditioned classrooms and offices, laboratories, a gymnasium, a swimming pool, function halls, student lounges, canteens, libraries, and chapels. It nurtures a clean and green learning environment. Its Information and Communications Technology Center (ICTC) provides excellent technical support for academic and administrative programs and services.

DWCL maintains strong linkages with its alumni and various government and non-government organizations, educational associations, and the Diocese of Legazpi. It practices its corporate social responsibility through community extension services and initiatives that address social concerns not only in the City of Legazpi but also in other towns in Albay and provinces in the Bicol Region.

DWCL has accomplished much in the last 60 years to realize its mission of contributing to the development of human resources by providing quality Catholic education to Bicolanos. It is sailing on...stronger and deeper. DUC IN ALTUM!

Talent

TESDA Region V Agency Report

January to December 2020

The CY 2020 was a challenging year not only in the Bicol Region but for the entire country. We have experienced a pandemic that caused the restriction and discontinuation of all what is normal to us. By the last quarter of the year, a series of typhoons were experienced in the Region thus adding to the difficulties and hardships of everyone.

In response to the current situation, TESDA issued guidelines to assist training providers and trainers alike in the implementation of programs, such as, Training of Trainers in Facilitate E-Learning Session (FELS) and for the TVIs, application on the issuance of Certificate of Recognition (COR) to implement Flexible Learning Delivery (FLD).

All of these guided the agency in the accomplishment of the targets in 2020. Thus, despite the circumstances mentioned above, TESDA V was able to accomplish 93% of its target for Training, 89% for Assessment with an 85% Certification Rate. Surpassing the target for Scholarship with 163% accomplishment.

For the Province of Albay, it accomplished 139% of the Training Target for the year, 113% for Assessment and Certification Rate of 87%. Meanwhile, for the City of Legazpi, a total of 4,484 were trained by different Technical Vocational Institutions, 85% of which graduated by end of December 2020. A total of 1,812 underwent Assessment with a certification rate of 89%.

Below is the detailed data on the accomplishment as of December 31, 2020.

**Table 1. No. of Enrolled, Graduates, Assessed and Certified
As of December 2020**

	<i>Enrolled</i>	<i>Graduate</i>	<i>Assessed</i>	<i>Certified</i>	<i>Certification Rate</i>
Albay	9,913	8,771	7,784	6,804	87%

**Table 2. No. of Enrolled, Graduate, Assessed and Certified in various TVIs in Legazpi
As of December 2020**

<i>Enrolled</i>	<i>Graduate</i>	<i>Assessed</i>	<i>Certified</i>	<i>Certification Rate</i>
4,484	3,822	1,812	1,626	89%

Talent

These are the results of training done through the 4 Training Modalities of TESDA, the institution-based, enterprise-based, community-based and monitored programs. In order to address the difficulty of our clients because of lack of financial resources, TESDA also provides Scholarship Programs that seeks to address the needs of prospective beneficiaries from industries, communities, and the special clients. These Scholarship Programs are:

- Private Education Students Financial Assistance (PESFA) - Seeks to extend financial assistance to marginalized but deserving students in post-secondary non-degree courses, promote TVET, contribute to the development of a competent skilled workforce and assist private institutions in their development efforts by assuring a steady supply of enrollees to their course offerings.
- Training for Work Scholarship Program (TWSP) - Seeks to support rapid, inclusive and sustained economic growth through course offerings in priority industries and key employment generators (KEGs).
- Special Training for Employment Program (STEP) - A community-based training program that seeks to address the specific skills needs of the communities and promote employment, through entrepreneurial, self-employment, and service-oriented activities.

Moreover, under the Free TVET and Tertiary Education Subsidy, TESDA offers Universal Access to Quality Tertiary Education Act (UAQTEA). These was established through Republic Act No. 10931 which provides for free tuition and other school fees in State Universities and Colleges (SUCs), Local Universities and Colleges (LUCs) and state-run Technical Vocational Institutions (STVIs) and establish the Tertiary Education Subsidy.

Other Scholarship Programs that the agency offers are the Tulong Trabaho Scholarship Program and the Rice Extension Services Program.

Table 3. Training Providers in the Province of Albay

CLASSIFICATION OF TRAINING PROVIDERS	NO. OF PROVIDERS	NO. OF REGISTERED PROGRAMS
Private TVIs	30	94
HEIs	6	20
LGU/SUCs/LUCs	7	16
Farm School/Learning Site TTIs	6	13
TOTAL	52	184

Table 4. Training Providers in the City of Legazpi

CLASSIFICATION OF TRAINING PROVIDERS	NO. OF PROVIDERS	NO. OF REGISTERED PROGRAMS
Private TVIs	13	58
HEIs	2	6
Farm School/Learning Site	1	1
TOTAL	16	65



Business Environment

Legazpi City has attracted more IT-BPM firms that put up offices in the locality, specifically at Embarcadero IT Park. The biggest locator in Embarcadero IT Park is Sutherland Global Services. There are also potential incubation centers and animation industry in the area.

Information and Communications Technology (ICT) Enabled Services and Other ICT Related Services are included in Legazpi's Priority Investment Areas under Ordinance No. 14-0008-2019, such as:

1. Information Technology Enabled Services/Business Process Management;
2. Center for Education Excellence and Development (Establishment of institutions specializing in technical education and training in various disciplines); and
3. Creative Industries/Knowledge-Based Services (Animations, Software Development, Game Development, Engineering Design, Digital or technological start-ups/activities; Upgrading of existing baseline skills/training program related to people, process, tools and technology to a higher level of accreditations standards

Fiscal and non-fiscal incentives shall be extended to the ICT industry in consistent with the Local Revenue Code and Book II of the Local Government Code (RA 7160).

Business Environment



LEGAZPI CITY: GENERAL INFORMATION

Region: Bicol Region, Region V

Category: Component City

Number of Barangays: 70



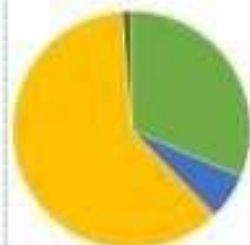
Total Population (PSA, 2020)

209,533

URBAN PLANNING



27°C → 29°C
(2015) (2050)
Estimated Average Temperature



LAND AREA

- Production Areas 30.67%
- Settlement Areas 6.18%
- Production Areas 59.71%
- Infrastructure Areas 3.44%

Total Area of the City: **16,165.43** Hectares

MAJOR ECONOMIC ACTIVITIES



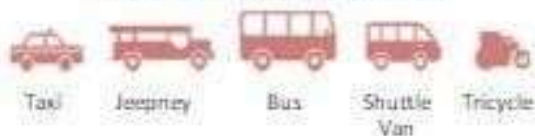
URBAN — RURAL CONNECTIVITY

157.9
Kilometers
Road Network

97%
Energized
Households

93%
Establishments with
Internet Access
(Bicol)

MODES OF TRANSPORTATION



SOCIAL INCLUSION

50%
Male

5.6%
Poverty Incidence
(2018)

50%
Female

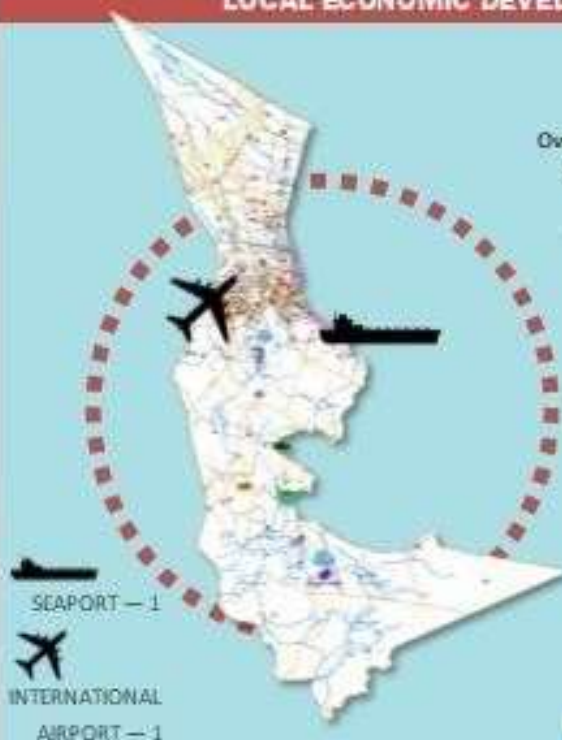
99%
Functional Literacy

23
Median Age

1:287
Health Worker to
Population Ratio

LOCAL ECONOMIC DEVELOPMENT

Top 2
Over-all Most Competitive
Component City (2023)



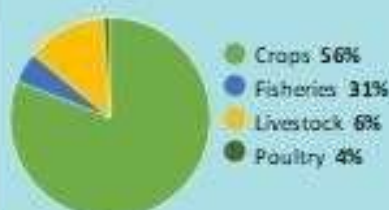
SEAPORT — 1

INTERNATIONAL
AIRPORT — 1

6,330

Registered Business
Establishments (2023)

AGRICULTURAL PRODUCTION



Labor Force
135,860

INTERNAL REVENUE ALLOTMENT DEPENDENCY



Total Revenue (2023)

Php 1.6Billion

Percentage of LGU
Budget on
Infrastructure
24.15%



CITY GOVERNMENT OF LEGAZPI

City Economic & Investment
Promotions Division (CEIPD)

City Planning and Development
Office (CPDO) - Zoning Division

Business Environment



INVESTMENT PROMOTION AND FACILITATION

The City Economic and Investment Promotions Division (CEIPD), under the Office of the City Mayor, has been created and approved through SP Ordinance No. 14-0002-2018, dated 19 March 2018. The creation of CEIPD is a strong manifestation of the City's desire to generate more investment.

The CEIPD promotes the City as a Major Investment Destination in Bicol Region. It provides investors relevant information and recommendations on business doing in Legazpi City, including key sectors of the economy: agricultural business, energy, manufacturing, infrastructure, and in the field of innovation technologies. Simply put, CEIPD is into investment promotion, generation, facilitation, linkage promotion and policy advocacy.

CEIPD monitors all facets of local governance affecting the investment climate and works to maintain or improve the ease of doing business in the locality.

CITY ECONOMIC & INVESTMENT PROMOTIONS DIVISION

2/F, City Hall Building,

Rizal St., Legazpi City, Philippines;

Mobile: (+63) 9989903898

Email: matheresanunez1969@gmail.com

Infrastructure



Legazpi City is the Center of Trade and Commerce in the region, with four million people from the Bicol Provinces of Sorsogon, Catanduanes, Masbate, as well as the Visayan Provinces of Samar and Leyte, “doing their errands and shopping” in the area. The city has complete infrastructure - from telecommunications, transportation, power and water utilities and services.

The City of Legazpi is situated on the eastern portion of Albay Province, approximately 534 kilometers south of Metro Manila and centrally located in the Bicol Region. It has a total land area of 16,165.43 hectares, this is about 8% and 1.15% of the total land area of the Province of Albay and Bicol Region, respectively.

The City is accessible by all modes of transportation – air, sea, and land. On the north, it is bounded by the Municipality of Sto. Domingo, on the west by the Municipality of Daraga, on the south by the Municipalities of Manito, Albay, Pilar and Castilla, Sorsogon, and on the east by the Albay Gulf and Poliqui Bay.

Measured from north to south, at the outermost tip, Legazpi City spans approximately 29 kilometers; and from east to west, the smallest width is about 3 kilometers (urban area), while the widest area spans about 15 kilometers (southeast area).



Cost of Doing Business

REAL PROPERTY TAX

Commercial, Industrial & Machineries	Basic - 2% of Assessed Value
Residential & Agricultural Lands	Basic – 1.5% of Assessed Value

AVERAGE RATE OF RENTAL/ LEASE OF COMMERCIAL SPACE AT CITY CENTER (Php – Per Sq. Meter/Month)

Name of Mall	Rent per sq.m.	Available Area of Rentable Space	Contact Person	Address	Contact No.
Gregorian Mall	750.00-1,500.00	636.296 sq.m	Chin Moriones Admin Operations	Rizal St., Legazpi City	0977– 8937000 gregorianmall@mgt.com
SM Legazpi	800.00-2,500.00		Melanie C. Bañares Leasing Officer	Imelda Roces Ave, Zone 9 Brgy. 37 Bitano, Legazpi City	09176278056
Pacific Mall	1,348.8 2,500.00	300 sq.m.	Liesel B. Nicol Leasing Supervisor	Landco Business Park, F Imperial St, Legazpi Port District, Legazpi City	480 6016/ 480 6027 09279907249
LCC Mall	850-950.00	4 th Flr – 140 sq.m. Grnd Flr. – 10 sq.m.	Romy Tan General Manager	Rizal St, Legazpi Port District, Legazpi City	0998 -5826689
Ayala Mall	Minimum rent of 650/sq.m. (Food) Basic rent of 350/sq.m. (Non-Food)	2 nd Flr 276.87 sq.m. 173.73 sq.m. 139.44 sq.m. 160.21 sq.m. 295.01 sq.m. 4 th Flr. – 107 sq.m.	Irving M. Noleal Deputy Gen. Manager	Rizal St. corner Quezon Ave. Brgy. Capantawan, Legazpi City, Albay	0917 3-07 9662
Yashano Mall	1,000.00/sq.m.	Phase 1- 48 sq.m. & 42 (2 nd Flr.) Phase 2- 27 sq.m.	Jay R. Lim Leasing Head	Terminal Road 1 Corner, F. Imperial St, Legazpi Port District, Legaspi	0917 -307 6223 0968625 1441
Embarcadero Mall	350.00-500.00 (Average)	2 nd Flr. – 720 sq.m.-1,300 sq.m.	Alvin Ojeda Leasing Dept. Head	Legazpi Blvd., Legazpi Port District, Legazpi City	09358168812

Cost of Doing Business

COST OF LAND	
AREA	RATE (P)
Residential (per sq.m.)	
First Class	7,800.00
Second Class	6,400.00
Third Class	5,500.00
Fourth Class	4,600.00
Fifth Class	3,400.00
Commercial (per sq.m.)	
First Class	28,000.00
Second Class	22,000.00
Third Class	17,000.00
Fourth Class	13,000.00
Fifth Class	10,000.00
Agricultural (per hectare)	
Coconut land, 1 st Productivity Class	250,000.00
Coconut land, 2 nd Productivity Class	200,000.00
Coconut land, 3 rd Productivity Class	150,000.00
Riceland, Irrigated, 1 st Productivity Class	500,000.00
Riceland, Irrigated, 2 nd Productivity Class	400,000.00
Riceland, Irrigated, 3 rd Productivity Class	300,000.00
Riceland, Unirrigated, 1 st Productivity Class	200,000.00
Riceland, Unirrigated, 2 nd Productivity Class	150,000.00
Riceland, Unirrigated, 3 rd Productivity Class	100,000.00
Fish Pond, 1 st Productivity Class	600,000.00
Fish Pond, 2 nd Productivity Class	400,000.00
Fish Pond, 3 rd Productivity Class	200,000.00
Orchard, 1 st Productivity Class	300,000.00
Orchard, 2 nd Productivity Class	250,000.00
Orchard, 3 rd Productivity Class	200,000.00
Orchard, 4 th Productivity Class	150,000.00
Seasonal Crop Land, 1 st Productivity Class	150,000.00
Seasonal Crop Land, 2 nd Productivity Class	100,000.00
Seasonal Crop Land, 3 rd Productivity Class	50,000.00
Pili Land	55,000.00
Pasture/Uncultivated Land	80,000.00
Lahar Land	10,000.00

Cost of Doing Business

WAGE RATE

SECTOR	RATE
Non-Agriculture	Php 365.00
Agriculture	Php 365.000
Employment Rate	95.9%
Unemployment Rate	4.1%

Power Supply

Service Provider: *Albay Electric Cooperative Inc. (ALECO)*
 Total No. of Household Connections: *36,738*

Water

Service Provider: *Legazpi City Water District (LCWD)*
 Annual Increase in connection: *1.67%*
 Total Daily Production: *16,896 cu.m.*
 Sources of water: *Natural springs*

Residential/Government

Classification	COMMODITY CHARGE					
	Size	Minimum	11-20m ³	21-30m ³	31-40m ³	Over 40m ³
E	1/2	238.00	26.30	29.35	30.10	33.85
F	3/4	380.80	26.30	29.35	30.10	33.85
D	1	761.60	26.30	29.35	30.10	33.85
B	1 1/2	1,904.00	26.30	29.35	30.10	33.85
A	2	4,760.00	26.30	29.35	30.10	33.85
G	3	8,548.00	26.30	29.35	30.10	33.85
H	4	17,116.00	26.30	29.35	30.10	33.85
I	6	28,560.00	26.30	29.35	30.10	33.85

Commercial/Industrial

Classification	COMMODITY CHARGE					
	Size	Minimum	11-20m ³	21-30m ³	31-40m ³	Over 40m ³
E	1/2	476.00	52.40	58.70	60.20	67.70
F	3/4	761.60	52.40	58.70	60.20	67.70
D	1	1,523.20	52.40	58.70	60.20	67.70
B	1 1/2	3,808.00	52.40	58.70	60.20	67.70
A	2	7,616.00	52.40	58.70	60.20	67.70
G	3	17,136.00	52.40	58.70	60.20	67.70
H	4	34,272.00	52.40	58.70	60.20	67.70
I	6	57,120.00	52.40	58.70	60.20	67.70



SWOT Analysis: TALENT

The Legazpi City's Strengths, Weaknesses, Opportunities, and Threats (SWOT) in relation to its digital transformation journey has been identified during the March 2 & 4, 2021 Strategic Workshops conducted by the Department of Information and Communications Technology (DICT). The SWOT parameters for the City considered the four areas of concern, namely Talent, Business Environment, Infrastructure and Cost of Doing Business.

The inputs for strengths and weakness are often internal to LGU - Legazpi, while the opportunities and strengths are those considered as generally external to the organization.

The identification of SWOT is an important step in finding and knowing the competitive advantage of the City with respect to its digital capacity and readiness. By matching the strengths to opportunities and converting its weaknesses or threats into strengths or opportunities, the SWOT technique is an important driver for economic transformation in the locality.

The following is the City's SWOT Analysis table, focusing on Talent, Business Environment, Infrastructure and Cost of Doing Business.

TALENT

Strengths

- The city has enough knowledge and experience to improve ICT planning and governance when it comes to talent development. It has a dedicated team with the expertise to handle ICT operations.
- LC has good number of graduates within the city and the Province of Albay also produces thousands of graduates that can feed the talent requirement of locators of
- Legazpi Graduates are fluent with English communication skills given the high number of graduates and enrollees in education)
- Two campuses of Bicol University can be found inside Legazpi City, and one in the nearby municipality of Daraga.
- Presence of 17 TVIs with 68 registered programs accredited by TESDA
- Presence of international secondary schools in Legazpi which are known for instilling strong foundation for English communication skills.
- Presence of direction on the part of LGU to synchronize all initiatives.

Opportunities

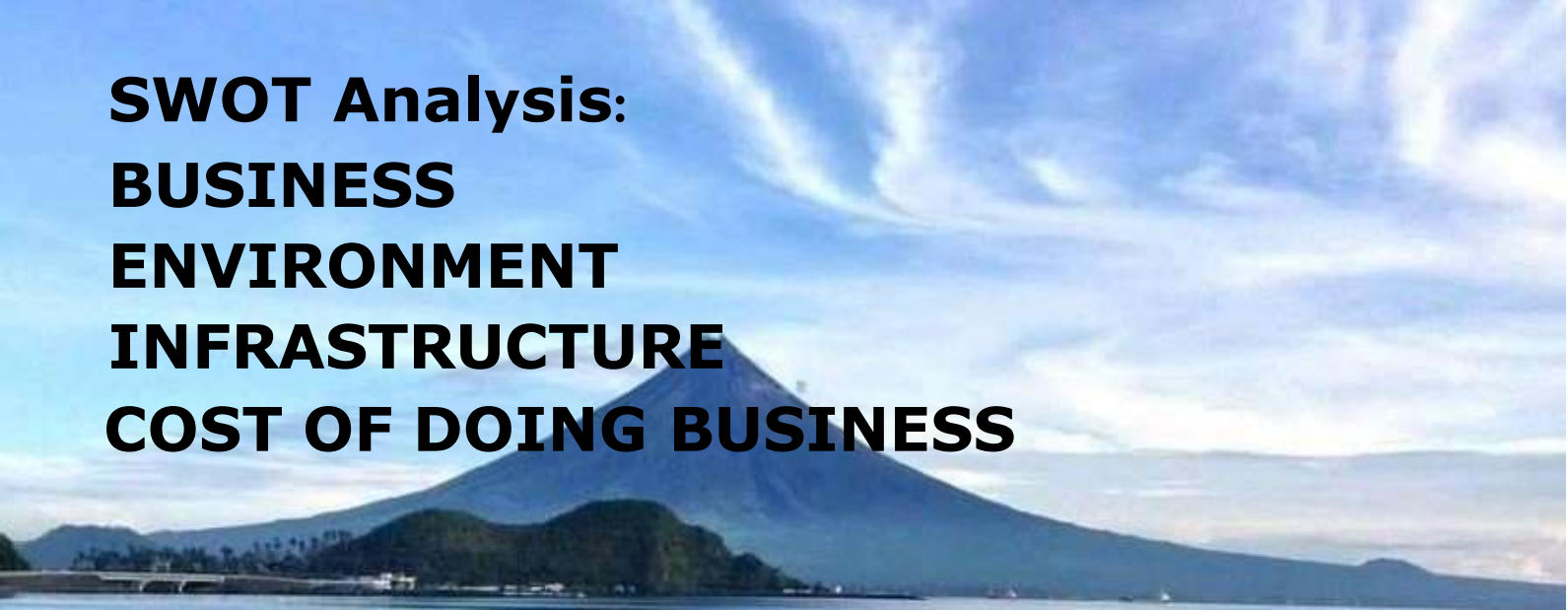
- Locals prefer to stay in Legazpi if there are opportunities. There are a lot of Legazpi residents working in Manila who willing to return.
- Existence of a good number freelance digital workers in Legaspi who are open to collaborate with the city to improve the potential of Legazpi as digital city.
- Opportunity to utilize available talent because of the planned development of ICT park or hub near or within the old airport under the new LCs own local investment code that provides incentives for ICT parks.
- The increase in the use of digital platforms driven by the pandemic situation.
- Students become exposed to use of digital platforms and to development of digital skills at an early age due to online classes as pushed by the pandemic.

Weaknesses

- Staffing levels/Small staff and limited resources to fully provide support to the organization
- Lack of end user knowledge and awareness for ICT due to insufficient number of enterprises and locators
- Lack of more comprehensive collaboration between academe, training and human resource with other important sectors such as business, private sector and infrastructure
- Lack of job opportunities for graduates that fit their skill sets
- Lack of skills due to insufficient number of opportunities to develop the potential of LC graduates in terms of innovation and creativity

Threats

- Lack of understanding or appreciation of importance of digitalization among are personnel and the need for change in processes towards automation/digitalization.
- High risk of data insecurity due to lacking and cyber scamming and other issues on data privacy that threatens users to trust digital platforms ICT resources and equipment are not fully or properly used in various agencies and institutions.



SWOT Analysis:

BUSINESS

ENVIRONMENT

INFRASTRUCTURE

COST OF DOING BUSINESS

Strengths

- LGU and business sector has support for ICT development in terms of creating ideal business environment and infrastructure
- LGU has automated systems for faster transactions with business sector and constituents
- LGU has prioritized ICT in its investment areas to provide incentives and support to ICT investors
- Power infrastructure is continuously being improved especially with the on-going development of the Bicol Power Grid

Opportunities

- Shift of ICT jobs to countryside location with the present COVID-19 situation in Manila
- Market is ripe with technology for transitioning from traditional process to digital information systems
- Integration of information systems
- Rehabilitation of network architecture and consolidation of network management
- New
- National Incentives for ICT Investors
- Growing trends for digital jobs and investments
- Development of the Bicol Power Grid
- Opening of the new airport
- Development of the old airport to commercial township

Weaknesses

- Need for centralized management of ICT assets
- Need for ICT governance, such as standard operating procedures
- Segmented ICT systems
- Need for stronger Internet connectivity

Threats

- Not maximizing use of ICT resources and services
- Price increase of commodities due to pandemic and economic decline
- High risk of data insecurity due to hacking and cyber scamming

Strategic Initiatives

TALENT DEVELOPMENT

Strategy

- To create awareness about the ICT industry and its opportunities among local stakeholders
- To improve talent of Legazpi through industry-academe collaboration to address requirements of the ICT industry
- To improve the quality of talent of Legazpi through collaboration among schools and the LGU
- To secure government assistance for workers and potential workers
- To ensure steady flow of digital workforce

Strategy

- More exposure and orientation not only to students but also to parents about the ICT Industry
- Organize dialogues between industry locators and the academe; add needed subjects to the curriculum and provide incentives to the faculty
- Conduct a comprehensive mapping of workforce to have the baseline data and identify specific gaps and KPIs
- Conduct formal research to work with existing locators to identify specific skills gaps and incentives
 - Provide results of research to provide the academe with specific skill sets required so academe can adjust its curriculum to address the gaps
 - Conduct quarterly evaluation of results and make adjustments as necessary
- Establish strong partnership and support from the LGU and other government agencies
- Explore possibility of an immersion program for faculty within the industry
- Implement DOLE SPES Program within the IT- BPM Industry
- Starting young people to learn about digital opportunities by creating school activities that build awareness about the ICT industry
- Tap DICT, DTI and DOST programs for digital training and upskilling opportunities



LEGAZPI CITY

Implementation Plan: Talent

Current State

2000
Employees in the
IT-BPM Industry

Desired State

From 2000 to
20000 Full Time
Employees BPO Industry

More Exposure - orientation
not only to students but also
to parents

Collaboration between
industry locators and the
academe

Presence of a
comprehensive mapping
with baseline data

Action Item

- Open House, Career Caravan, Forums
- Organize Industry-Academe Interaction (to understand requirements of industry)
- Industry forum, Hackathons
- Add needed subjects to the curriculum and provide incentives to the faculty
- Academe conference - top level - open information sharing
- Conduct a comprehensive mapping to have baseline data needed to identify specific gaps and KPIs

Timeline/Owner

LGU with LICTC and schools. One per quarter starting 3rd quarter of 2021

LGU with LICTC and schools. One per quarter starting 3rd quarter of 2021

LGU with LICTC and schools. One per quarter starting 3rd quarter of 2021

Implementation Plan: Talent

Current State	Desired State	Action Item	Timeline/Owner
	Formal research to work with existing locators to identify specific skills gaps and incentives	<ul style="list-style-type: none"> Incorporate problem areas and concerns in research thesis work. Identify required skills for specific verticals - BPM/BPO, Freelancer's, Creative (Game and Animation), Healthcare Information, Software Development) / Access scholarships funds for specific niche. Provide results of research to provide the academe with specific skill sets required so academe can adjust its curriculum to address this. 	Respective Schools
	Strong partnership and support from the LGU and other government agencies	<ul style="list-style-type: none"> Conduct quarterly evaluation of results and make adjustments as necessary Create scholarships programs for specific digital skills training funded by LGUs. LGU - Academe quarterly meeting on Talent Development 	LGU/Schools
	Immersion program for faculty within the industry	<ul style="list-style-type: none"> Faculty and graduating students' immersion 	Industry/Schools

Implementation Plan: Talent

Current State	Desired State	Action Item	Timeline/Owner
	DOLE SPES Program within the IT-BPM Industry	<ul style="list-style-type: none"> • Consultation and meeting DOLE 	Respective Schools
	Starting young people to learn about digital opportunities	<ul style="list-style-type: none"> • Consultation with DepEd, DICT • Create hackathons and competitions 	DepEd, DICT
	Roll-out of DTI programs in Legazpi for entrepreneurs and creative industries related to Digital Opportunities	<ul style="list-style-type: none"> • Consultation with DTI, • Create forum and workshop 	DTI, Creative Council
	Roll-out of DICT programs for purposes of training and innovation and connectivity in Legazpi	<ul style="list-style-type: none"> • Consultation with DICT, • Create forum and workshop 	DICT
	Roll-out of programs and resources of DOST for purposes of training and innovation in Legazpi	<ul style="list-style-type: none"> • Consultation with DOST, • Create forum and workshop 	DOST
	Roll-out of programs and resources of TESDA for purposes of training / talent accreditation in Legazpi	<ul style="list-style-type: none"> • Consultation with TESDA, • Create forum and workshop 	TESDA
	Roll-out of programs and resources of NGO's and Freelancers for purposes of training and talent acquisition in Legazpi	<ul style="list-style-type: none"> • Consultation with LADA Freelancers, DEVCON and other key players • Create forum and workshop 	DEVCON, LADA Freelancers, LGU

Implementation Plan: Business Environment/ Infrastructure / Cost

Current State	Desired State	Action Item	Timeline/Owner
All business processes are streamlined from the city government up to the barangay level	Conducive business environment to attract investors	<ul style="list-style-type: none"> Continuous implementation since the LGU has already began the process of creating a unified common policy for business application to improve the business process application to eliminate red-Tape and bureaucracy 	LGU (on-going)
The city is relatively peaceful but there is more need to improve security	Safe and secure business environment	<ul style="list-style-type: none"> Maintain peace and order and Improve ICT capability like Command control Center equipped with AI CCTVs within the City 	LGU (PSO Public Safety Office, 911, CDRMO), PNP (Ongoing and continuous)
There are already existing policies providing incentives to investors (Ordinances and IRR)	A business climate ideal in attracting investors and driving jobs and opportunities	<ul style="list-style-type: none"> Implementation of Tax Incentive Code to benefit investors and drive jobs and opportunities 	LGU (on-going)
There is already Local Economic and Investments Promotion Office (LEIPO)	A dynamic Local Economic and Investments Promotion Office (LEIPO) aware and updated about the ICT industry	<ul style="list-style-type: none"> To capacitate and support LEIPO with resources, exposures and trainings especially in handling ICT companies 	
Lack of information about safety and business continuity in relation to Mayon Volcano and other calamities	Improved business perception of Legazpi especially on safety and resiliency and ready information for the investor to address safety concern	<ul style="list-style-type: none"> Develop an information pack regarding Mayon Volcano and other calamities and develop an information dissemination program 	LGU (on-going) LGU/ICT Council (on-going)

Implementation Plan: Business Environment/ Infrastructure / Cost

Current State	Desired State	Action Item	Timeline/Owner
A big room for companies engaged in software, animation, healthcare, data analytics	For Legazpi to step up the value chain in the ICT industry by hosting other ICT verticals	<ul style="list-style-type: none"> Build small plug and play spaces with revenues, ensure competitive wages, and provide trainings and certifications 	LGU, TESDA, TVIS and Industry Players, DICT (IIDB), DTI, DOST
Need for more support and programs for freelancers	For Legazpi to develop, support and build a thriving freelancer's ecosystem	<ul style="list-style-type: none"> Provide co-working, co- living spaces and proper trainings, organize freelancer's forum and activities, trainings, up to the barangay level 	LGU, TESDA, TVIS and Industry Players, DICT (IIDB), DTI, DOST
Need to improve state of healthcare and tourism	Improved state of healthcare and tourism	<ul style="list-style-type: none"> Implement projects, programs and strategies to improve the state of healthcare and tourism in partnership with digital advocates and harnessing digital technologies LGU to support co-working spaces, startup enablers DICT to help with co-working spaces 	LGU / DICT/ Respective agencies concerned
Current status of old airport and opening of new airport is pending	Improved business environment	<ul style="list-style-type: none"> Development of old airport to commercial township and the opening of new airport will impact business environment of Legazpi 	CAA and LGU (On- going)
There are currently only 2 PEZA zones	A competitive infrastructure for investors	<ul style="list-style-type: none"> Private sector to work with LGU in the development of the plans for the old airport in creating new IT Parks including co-working spaces. 	LGU/ Executive/ CAA/PEZA/ACCI

Implementation Plan: Business Environment/ Infrastructure / Cost

Current State	Desired State	Action Item	Timeline/Owner
Relatively high cost of electricity	To lower down the cost of electricity and to increase supply and stability of power and improve cost of doing business in Legazpi	<ul style="list-style-type: none"> ICT Council and ACCI to setup dialogue with APEC since the Bicol grid will impact power supply and cost 	LGU/ACCI/APEC/ NEDA/ rivate Sector (2021)
Relatively high cost of rent due to lack of offices spaces although non-availability of large spaces for large scale enterprises since other sectors are thriving, such as food and retail	To improve reasonableness and competitiveness of cost of doing business in Legazpi	<ul style="list-style-type: none"> Identify renewable sources of electricity like solar Coordinate with Chamber of Commerce Encourage LGU to construct its own BPO building 	LGU/ACCI/ICT Council/Private Sector (2021)
Stable Internet connection but low bandwidth	To provide up to 1Gbps speed per subscriber by 2022	<ul style="list-style-type: none"> Invite other providers Fast track fiber rollout Partnership with other agency (DPWH/Electric Companies/LGU) ICT Council should talk to the internet providers for the exemption of data capping 	ICT /LGU/DICT/ Telcos
Power outages	Brown-out Free Legazpi	<ul style="list-style-type: none"> Monitor the rehabilitation of power infrastructures ICT Council/ACCI continuous dialogue with APEC. Support alternative source of energy and study the positive impacts of Bicol Power Grid to Legazpi 	ICT Council/LGU/ Concerned Agencies/utility companies

Innovation Ecosystem

LEARN ABOUT LEGASPI'S INNOVATIVE PROGRAMS



In 2022, DICT Luzon Cluster 3 was officially declared as Regional Office V

The DICT Regional Office V empower freelancers in Bicol Region through ILCDB digitaljobsPH / SPARK and EDGEPH program under the ICT Industry Development Bureau (IIDB).

The Department of Information and Communications Technology (DICT) through the ICT Literacy and Competency Development Bureau (ILCDB) launched digitaljobsPH to empower online freelancers to penetrate and thrive in the digital industry with the support of the EDGEPH project under the IIDB program.



digitaljobsPH / SPARK or previously known as RISTTP, it aims to create a meaningful ICT-enabled jobs in socio-economically disadvantaged areas in the country. Launched in 2017, the project focuses on areas where there is high population but low employment due to lack of investors. DigitaljobsPH / SPARK together with the IIDB mission that also aims to promote ICT-enabled jobs as a high-value economic activity in rural communities that are not yet ready to host Information Technology – Business Process Management (IT-BPM) operations.

Bearing a tagline of “Kapag may WiFi, may Hanapbuhay”, digitaljobsPH / SPARK train freelancers for free enabling them to gain employment with industry competitive income while in the comforts of their own homes. With 29 new courses being offered by digitaljobsPH / SPARK to freelancers and aspirants, DICT offers a variety of capacitating programs including but not limited to trainings on Virtual Assistance, Social Media Marketing and Advertising, Web Development, Digital Marketing and eCommerce, Graphics Design, and Search Engine Marketing. DICT also offers highly technical and in demand skills training on Java and Python Programming, Cyber Security, Project Management, and Data Analytics.

In conjunction, DICT Regional Office V (or previously known as DICT Luzon Cluster 3) has also been establishing digital hubs open to the public, through the Tech4ED program, to provide free and reliable internet connectivity, ICT equipment, and spaces for freelancers without the essential setup to start out their digital careers.

DigitaljobsPH / SPARKS targets to benefit unemployed and underemployed individuals, Micro, Small, and Medium Enterprises (MSME), single parents, housewives and househusbands, returning OFWs, and Persons with Disability (PWD). With a total of 31 training conducted for Bicol Region, DICT - Albay has trained 1,995 scholars, with more than 72% of scholars are now currently doing freelance work for local and international clients. As DICT continuously deploys its development programs, these figures continue to increase.

The main objective of the project is to provide technical training to increase the capabilities of the people who are currently unemployed or financially unstable, to land ICT-related jobs. Through this project, DICT seeks to increase the ICT technical skills of talents in the countryside, bridge them to ICT opportunities, promote local talent and local businesses, provide economic opportunities and stimulate the local economy.

Innovation Ecosystem

LEARN ABOUT LEGASPI'S INNOVATIVE PROGRAMS



DTI – Albay Startup Initiatives

The 2019 initiatives for the ICT industry were geared towards the development of the startup players of the Innovation Ecosystem. Different ideas and projects were identified that provided new opportunities to local startup players to expand their market and provide services to other MSMEs. The DTI – Albay Provincial Office has conducted three (3) major activities for the development of the ICT and startups players. The following were the activities conducted for the development of the startup community in the province:

“ALBAY STARTUP ECOSYSTEM MAPPING AND ASSESSMENT” This was conducted in collaboration with the DTI – Export and Management Bureau (EMB) and QBO Innovation Hub last February 26, 2019 in Casablanca Hotel, Legazpi City. The activity has provided an assessment to the current resources against the actual needs of our startups of the province, so that various activities will be conducted to help develop the growing startup community in the province.

“UNDERSTANDING THE MARKET DEMANDS AND TRENDS FOR THE STARTUP COMMUNITY” was another collaboration activity by DTI Albay with DTI – EMB and QBO Innovation Hub last May 9, 2019 in Casablanca Hotel, Legazpi City participated by 25 startup enablers and players. This activity provided inputs on the basic knowledge on the startup scene and at the same time evaluate/assess the Startup Ecosystem canvas of Albay which was formulated during the Startup Mapping last February 26, 2019.

“STARTUP WEEKEND” An all-weekend activity was conducted by the office in partnership with the Bicol IT Assoc. last November 15-17, 2019 in CTRL ALT WORK Co-Working Space, Legazpi City. Participated by 70 startup enablers and enthusiast in the province consists of potential startup enablers, startup enablers, business owners, professional and students. Five teams of startups were formed to formulate new startup ideas for the province. The said event served as the avenue in support for the local community while in the early stages of their businesses that builds a close relationship with other company. This enabled the participants connect with other people who are driven to build something new and learn what it takes to create a startup company.

The activities conducted was attended by a total of 125 startups enablers and players which resulted to the identification of 5 successful startups, 10 startups and 5 new startup ideas. These activities have developed, enhanced and strengthened the ICT industry in Albay.

A hybrid Consultative Meeting for Albay Startup Community was held last April 7, 2021 and attended by 15 startup players and enablers at Kanzo Bar and Restaurant, Legazpi City and 15 participants via zoom. It aims to identify the different issues and concerns of the Albay Startup Community in relation with the implementation of the “Innovative Startup Act” or RA 11337.

Representatives from DTI - Competitive and Innovation Group, DICT – Albay, DOST Region 5, Bicol University – Technology Based Incubator (BU-TBI) and LGU Legazpi were present in the activity. After every presentation, an open forum transpired to answer concerns and queries of the startups. Most of the concerns raised involved on the implementation of the startup grant funds. The concerned agency told the body that the guidelines for the said funds has not been released. The next steps include forming a core group of startup key players in Albay and partner agencies (DOST, DICT and BU-TBI) to start the rational plan for the development of the Albay Startup Community and to hold focus group discussion to be hosted by SILI-DELI for 2021.

Innovation Ecosystem

LEARN ABOUT LEGASPI'S INNOVATIVE PROGRAMS



DOST Programs for LGU-Legazpi

DOST – Small Enterprise Technology Upgrading Program (SETUP) - SETUP, the banner program of DOST, is implemented by DOST V to assist micro, small, and medium enterprises (MSMEs) in the Bicol Region, enhance their competitiveness and improve their productivity through the provision of S&T interventions.

“Piloting of Biogas Technology for Thermo-Electro-Mechanical Applications for the Legazpi City Abattoir”

Project - The project aims to pilot biogas technology to a modern slaughterhouse in Legazpi City for power generation and waste treatment. The Biogas technology will be required to recover potential energy and other by- products from the voluminous slaughterhouse waste. The digested effluent comprising solids and liquid portions can be used as fertilizer substitute and as irrigation water to crops to be planted in the abattoir premises. And lastly, the incorporation of a biogas digester in addition to the wastewater treatment facilities (septic tank and oxidation tanks) will dramatically reduce, if not eliminate, malodorous and undesirable effluent whenever it is released to the Albay Gulf for harmless assimilation. On 09 September 2020, the funds for the project were turned over to LGU-Legazpi City.

S&T Scholarships - DOST's S&T Scholarships Programs aim to provide scholarship assistance for talented and deserving students to pursue lifetime productive careers in science and technology and ensure a steady, adequate supply of qualified S&T human resources which can steer the country towards national progress.

Regional Standards and Testing Laboratory (RSTL) and Regional Metrology Laboratory (RML) - RSTL and RML are laboratories of DOST designed to provide technical support to the food manufacturing, trading, researchers, industries, students, and production sectors through chemical and microbiological testing, and calibration. Services that MSMEs can avail include:

- Determination of microbiological characteristics of food raw material, finished product, drinking water and waste water
- Determination of the physical and chemical properties of food raw materials and food products / water and waste water.
- Calibration for mass standards (test weights and weighing instruments)
- Calibration for volume standards (road tankers, proving tanks, test measures, fuel dispensing pumps, and storage tanks.
- Calibration for thermometry standards (liquid-in-glass thermometer, -30 °C to 250 °C and digital thermometer, -30 °C to 250 °C)

Bicol Regional Food Innovation and Commercialization Center - Bicol University College of Industrial Technology (BUCIT), BU East Campus, EM's Barrio, Legazpi City -Since its activation as a research center on June 2018, trial run on the use of vacuum fryer was done by using sweet potato, taro, pineapple, carrots, squash and indian mango as raw materials. A research on the processing cabinet dryer is being utilized in different researches which include cereal bar, filled crackers, porridge, edible wrappers and cabinet dried taro leaves. The center already has its own Temperature Monitoring and Validation System. Vacuum Fryer, Spray dryer, Water Retort, Freeze dryer, noodle machine, flour mill, blast chiller, deep fryer and upright freezer are available at the center. Trainings are being conducted on Product Development, Sensory Evaluation, GMP and HACCP.

oneSTore - oneSTore is a DOST program that aims to increase the market presence and exposure of local MSME products. The program incorporates two strategies: e-commerce or online shopping platform through oneSTore.ph, and physical display through oneSTore hubs. There are currently two oneSTore hubs in Legazpi City.

Legazpi City ICT Champions



Former Legazpi City Mayor & Governor-Elect Noel E. Rosal

A graduate of Adamson University with the degree of Bachelor of Science in Industrial Engineering, holder of Master's Degree in Business Administration at Aquinas University where he also took up Bachelor of Laws. He started his career in politics as Barangay Chairman and won his first candidacy as Mayor way back 2001. Mayor Rosal is a multi-awarded Chief Executive of Legazpi City and the former Chairperson of the Bicol Regional Development Council. He is a visionary leader, a Tourism Champion, an Engineer by profession and an outstanding public servant by merit and performance. Through his leadership the City of Legazpi was consistently brought to higher levels of social development and economic prosperity and continuous to received notable awards in which recently won as 1st Place in the last Digital Governance Award for Government Internal Process (G21) of DICT, DILG and NICP. Through his dedication and perseverance, Legazpi City was also recognized as the Most Competitive Component City in the Philippines.



**Rosemarie Quinto-Rey
Legazpi City ICT Council President**

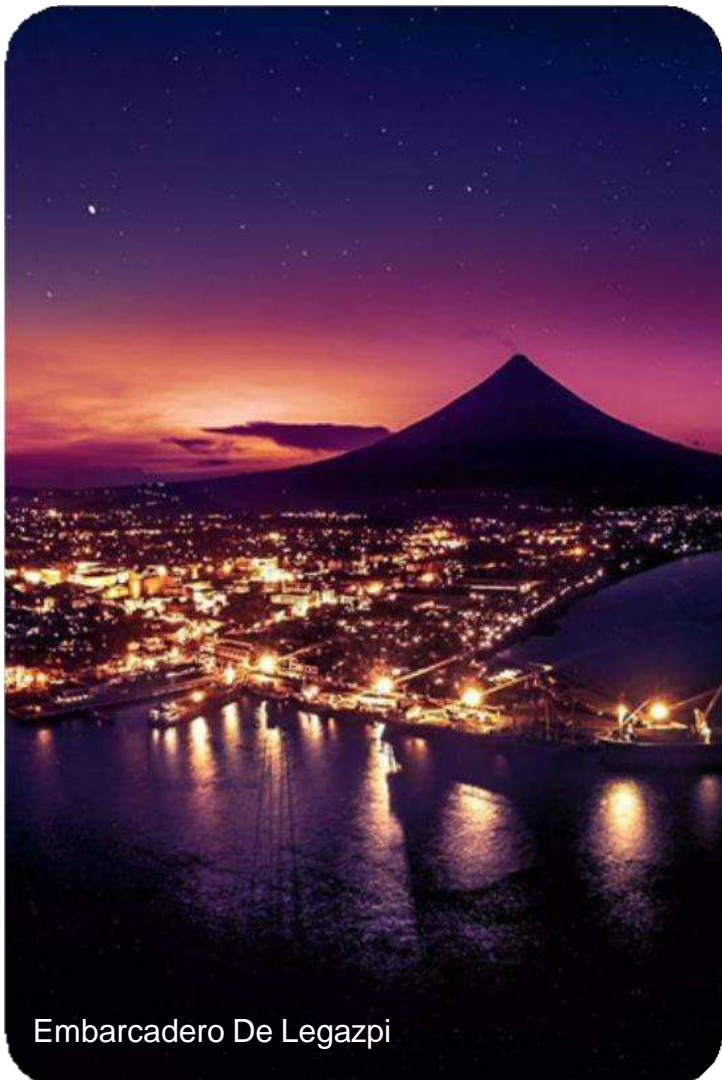
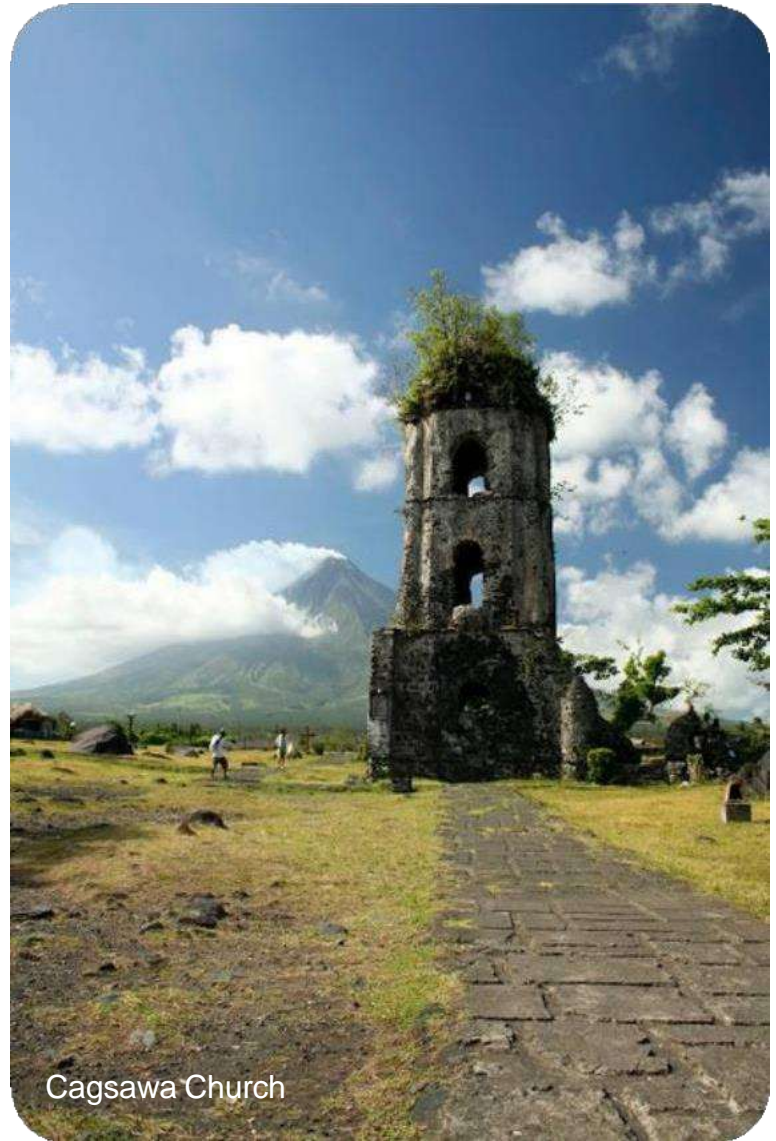
Ms. Rose is the spearhead of the Albay ICT Association (AICTA) and Legazpi ICT Council (LCICTC) as well as the School President/ CEO of Southern Luzon Technological College Foundation, Inc. (which specializes in technical courses). She was likewise elected as President and co-chair of the LGU in the named associations respectively. She served as the President of the National ICT Confederation of the Philippines in 2017 and for more than ten years, continuously served as national board. NICP is the recognized national organization of Information Technology Communication (ICT) Councils in the Philippines which serves as the venue for collaboration and sharing of best practices of the of more or less eighty-one member organizations all over the country. Through the years, the organization has served as the unified voice for the Philippine Information and Communications Technology (ICT) Sector and work tirelessly to promote ICT all throughout the country and support each of the council's endeavors in order to help strengthen the ICT in their areas and create more jobs for the Filipinos.



**Frei Sangil
LAYERTech Software Labs Inc. Founder**

Ms. Frei is a passionate innovator, analyst and programmer (C, C++, C#, R, VB, Java, PHP, HTML, Python, CSS and SQL), cybersecurity and research professional, experienced project manager, and advocate for data-driven governance, open data, and open education. She is the founder of LAYERTech Software Labs (Inc)., a research and development company aiming to create socially-relevant, sustainable software solutions by merging fun, function and efficiency. They are working with international organizations, private businesses and governments and garnered national and international awards in Civic Technology. She is a data analyst, cybersecurity and computing and intelligence consultant in various companies and organizations including Ignyte Innovations Lab, Inc., Legazpi City LGU, Trend Micro Inc and KGB Philippines. One of the main projects she handled this year are the GIZ Philippines –Youth for a Culture of Peace and Non-Violence in Mindanao (YOUCAP) Research Project, as data scientist, United Nations - International Labor Organization SKILLS Innovation Network Core Team Member, as data scientist and analyst and Developing Global Courseware for Micro-Small-Medium Enterprises' Transition to the Digital Economy – Center for International Private Enterprise Washington DC, as project manager and researcher. One of her prestigious accomplishments is being one of the top 7 finalist for the World Justice Project Challenge for the global anti-corruption and open governance category and has been a keynote speaker in Association for Computing Machinery – Women in Computing Asia Pacific 2021, Asia-Pacific Region with the topic: (Game Theory in Data Science) Humans vs Machines: Designing Mechanisms that Work with the Human Factor.

AROUND Legazpi City



Stakeholders Speak:



Legazpi enjoys the presence of many academic institutions which support digital innovation.

– Carlos Jacobo, Jr.

The presence of academic institutions producing graduates who have a good command of the English language. Its location is accessible from all directions (land, sea, water transports) and is the regional, administrative and trade center of Bicol,

– Carlos Ante



St. Gregory The Great Cathedral

Having to represent Bicol University, I believe that the students that we produce from our ICT related programs are competent and capable enough to compete with the graduates of universities from the NCR and other part of the country. They normally go to other place to find jobs related to their expertise. Creating an environment that would pave the way to digitally enabled jobs would provide opportunities for our students not to go farther just to establish decent jobs. With our contribution to the workforce of the province we believe that investors along ICT industry could thrive in our locality.

- Dr. Aris J. Ordoñez - ICT Office Director, Bicol University



Republic of the Philippines

**CITY GOVERNMENT OF LEGAZPI
LEGAZPI CITY, ALBAY PROVINCE**

EXECUTIVE ORDER NO. R - 2019

AN EXECUTIVE ORDER AMENDING EXECUTIVE ORDER No. 07-2019 REORGANIZING THE LEGAZPI CITY INFORMATION AND COMMUNICATION TECHNOLOGY COUNCIL AND RENAMING IT INTO LEGAZPI CITY INFORMATION TECHNOLOGY AND ELECTRONIC COMMERCE COUNCIL (LCITECC)

WHEREAS, after consultation with the development actors as well as the stakeholders of the Legazpi City Information Technology and Electronic Commerce Council, there is an urgent need to amend the following:

Sec. 3. Composition. The Council shall be composed of the following:

Chairperson	:	City Mayor
Co-Chairperson	:	ITECC President
Members	:	SP - Chairperson of Trade and Industry ACCI DICT DTI – Provincial Office TESDA – Provincial Office APEC – Power Sector Albay Bankers Association President CHED DOLE Globe Telecom Smart Telecom DOST City Planning and Development Officer City Budget Officer City Treasurer DCTV BPO Representative Academe Representative

BPO and Academe Representative shall be appointed by the City Mayor for a term of not more than three (3) years each, which may be extended for another three-year period."

Section 4. Secretariat. A permanent secretariat shall be constituted to provide technical and administrative support to the Council. The secretariat shall be composed of administrative and technical staff from the Zoning Division – CPDO Office, Local Economic and Investment Promotion Division, IT Division, Business Permit & Licensing Officer, and shall be headed by the City Administrator. Additional technical and administrative staff from members of the Council may also be detailed or seconded to the Secretariat as necessary."

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East West Banking Corp.
Metro Gaisano Bldg., LandCo Business Park, Legazpi City
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HOTELS

Legazpi Amigo's Hotel
Juan S. Estevez St, Old Albay District, Legazpi City
(052) 437-3783
legazpiamigoshometel@gmail.com
www.facebook.com/Legazpi-amigos-hometel

Legazpi Garden Hotel
Barriada Rd., Sol's Subdivision, Legazpi City
(052) 480-2897/0927 740 3395
legazpigardenhotel@gmail.com
www.facebook.com/legazpigardenhotel
www.instagram.com/legazpigardenhotel/

Legazpi Sentro Hotel
Los Banos Avenue, cor F. Imperial St, Legazpi City 0917
182 9393
<http://www.hotelsentrolegazpi.com/>
hotelsentrolegazpi@gmail.com

Magayon Hotel
Peñaranda St, Legazpi Port District, Legazpi City
(052) 214-3121/480-7770
magayonhotel1999@yahoo.com.ph
ong.francis1984@yahoo.com

Lotus Blue Hotel
Yashano Mall, F. Imperial St, Legazpi City
(052) 742 6632
[http://www.lotusbluhotel.com/](http://www.lotusbluhotel.com/reservations@lotusbluhotel.com)
reservations@lotusbluhotel.com
www.facebook.com/lotusbluhotel

Meaco Royal Hotel, Inc.
Daraga - Legazpi City - Tiwi Rd,
Legazpi Port District Legazpi City
0916 349 1031/ (02) 443-9021
<http://www.meacohotel.com/>

Ninong's Hotel
Governor Locsin Street, Corner Ma. Clara Street, East, F.
Aquende Dr, Legazpi City
(052) 480-0575/0998 989 9811 /0917 844 1859
<http://www.ninongshotel.com.ph/> ninongshotel@gmail.com
www.facebook.com/ninongsh

Rex Hotel
Aguinaldo St, Legazpi Port District, Legazpi City
(052) 820-4613/742-0457
hotelrex@rocketmail.com

Riserr Residences Bed & Breakfast
Number 4 Barangay, 8 F. Aquende Dr, Old Albay District
Legazpi City
(052) 732 7930
riserr.residences@yahoo.com
www.facebook.com/Riser-Residences

Sampaguita Tourist Inn II
Washington Drive, F. Aquende St., Legazpi City
(052) 480-6258/ 09085691387/ 09271689302
www.facebook.com/Sampaguita-Tourist-Inn-Washington
Hotel Lucca
Diamond Street, Legazpi Port District, Legazpi City
(052) 820 2913/ 480-6003
<http://www.tanchuling.edu.ph>

The Apple Peach House
Corner Rosario and, Marquez Street, Old Albay District, Legazpi City 0906
591 8210/0933 8588472/09162106465
theapplepeachhouse@gmail.com
admin@applepeachhouse.com.ph
www.facebook.com/applepeachhouse

The Marison Hotel
Corner Imelda Rocas Ave, Legazpi City
0917 886 8168/0906-437-4655 / (052) 732-7777
<http://www.themarisonhotel.com/>
bookings@themarisonhotel.com

The Pepperland Hotel
Airport Road, Washington Drive, Legazpi City
(052) 481-4428 /09155271115 / 0920960 5750
pepperlandhotelbicol@yahoo.com

The Oriental Hotel
Sto.Nino Village, Taysan Hills, Legazpi City
(052) 435-3333/480-0383/09176382928
<http://www.legazpi.theorientalhotels.com/>
inquiry@theorientalhotels.com
reservations@theorientalhotels.com

Twilight Zone Hotel
200 Rizal St, Legazpi Port District, Legazpi City
(052) 201-0048
twilightzonehotel@yahoo.com
www.facebook.com/tzh.legazpi

Tyche Boutique Hotel
Corner, Gov. Forbes St, Rizal St, Baybay City
(052) 480-5555
[http://www.tycheboutiquehotel.com/](http://www.tycheboutiquehotel.com/reservations@tycheboutiquehotel.com)
reservations@tycheboutiquehotel.com
www.facebook.com/tycheboutiquehotel

CARGO

Prieto Cargo Forwarders 367 Rizal St., Legazpi City
(02) 313-5278
<http://www.prietocargo.com.ph/>
info@prietocargo.com
www.facebook.com/prietocargo

2Go Express
Tahao Road., Imelda Rocas Avenue Corner Terminal Road 2
SM City, Legazpi, Albay
0955-9500060
2go_smlegazpialbay@2go.com.ph

Contacts Us

CARGO

JRS Express

Door 4, Gas Station & Allied Services Bldg Bgy. 36 Capantawan, Legazpi City
0932 472 7532/0943-7086057 / 0943-7089311
480-1500 / 742-3276
customerservice@jrs-express.com.ph

LBC

V&O Bldg, Lapu-Lapu St. cor Quezon Avenue, Legazpi City (with other Stores at 4th flr Ayala Mall Legazpi 3/F, Pacific Mall Legazpi & SM Legazpi)
(02) 8858-5999
www.lbcexpress.com

TELECOMMUNICATIONS

Converge

Bonot, Legazpi City
Mr. Pantaleon C. San Fuego
Technical Operations & Maintenance Head-Bicol 09173104329
<http://www.gofiber.ph/>
www.facebook.com/GO-Fiber-X-Legazpi

DCTV

2F PBC Center, #8 Fr. J.L. Bates St., Old Albay, Legazpi City Mr. Richard Calleja
09175581407 / (052) 742 6781
<http://www.dctv.com.ph/>
www.facebook.com/DCTC-Legazpi

Globe Telecom/Bayantel

3/F, Ayala Mall, Quezon Avenue, Legazpi City (with other store branch at SM-Legazpi)
Ms. Mae Escalante 09175883297/
(02) 730-1000
<http://www.globe.com.ph>

PLDT, Inc.

Ilawod East Rizal St., Bgy. 15, Legazpi City Mr. Antonio Nuñez
09088865199
◆ 171 (For PLDT Landline nationwide and Smart and Talk 'N Text cellular phones)
◆ (02)8888171 (For NON PLDT Landlines)
◆ *1888 (For Smart / Talk 'N Text subscribers) 02-
◆ 6727277 (For PLDT NCR subscribers)
◆ 1-800-10-6727277 (Toll-free for PLDT subscribers)
◆ +63 (2) 8 888 8171
<http://www.pldthome.com>
customercare@pldt.com

Smart Telecom

3/F SM City Legazpi, Bitano, Legazpi City Mr. Alex B. Peña
09189488340/0928 552 4228
VCSO-Legazpi@smart.com.ph

Suncell Shop

2F, Pacific Mall Bldg., Landco Business Park F Imperial St Corner Circumferential, Legazpi City
Mr. Marl Reantaso 0922922956
/63 (2) 395 8000
www.suncellular.com.ph

IT-BPO COMPANIES

TELESERVASIA (formerly Boomsourcing, Inc.)

Embarcadero de Legazpi, Legazpi City
09108270830
teleservasia.hr@gmail.com

PANDR Business Process Outsourcing

2/F, Embarcadero de Legazpi, Legazpi City (052)
201-9321/ 09217957522
pandrbenefits@gmail.com /
info@pandroutsourcing.com

Innodata Knowledge Services

Gernarine Bldg., Alternate Road, Cabangan West, Legazpi City
09178043998/ (052) 480-7502/ 820-6481
Kmaceda@innodata.com

Intelliworks Outsourcing Phils.

3/F Grace Lao Bldg., Landco Business Park Capantawan, Legazpi City
09129209153/ (052) 480-9448
info@intelliworks.org

ONET (Outsource Network Contact Center & Back Office Services)

2/F, Embarcadero de Legazpi, Legazpi City
09178040383

INFINIT-O

3/F, Embarcadero de Legazpi, Legazpi City
09159090014

One Half Staffing Solutions

Formerly Bicol Hair Bldg., Penaranda St., Bonot, Legazpi City 480-0453
Mr. Benjamin Gabriel G. Imperial (HR Manager)

Sutherland, Inc.

Embarcadero De Legazpi, BPO Bldg. Port Area, Victory Village Legazpi City
09989690582/ 820-2360
KathrinaGrace.Banzauela@sutherlandglobal.com

HIGHER EDUCATION INSTITUTIONS

Ago Medical & Educational Center

(AMEC) 85 Rizal St, Old Albay District, Legazpi City Ms. Amelita F. Ago
<http://amecbccm.edu.ph/>
amec.bccm@yahoo.com
(052) 820-5877 / 742-5616

AMA College

AMA Bldg., Rizal St., Rizal Avenue, Old Albay District, Legazpi City <http://www.ama.edu.ph/>
www.facebook.com/AMACCLegazpiCampus
(052) 480 6998/ 480-6788

Bicol University of

Legazpi Rizal St., Legazpi City
Dr. Baby Boy Benjamin D. Nebres
<http://www.bicol-u.edu.ph/>
cpro@bicol-u.edu.ph
<https://twitter.com/BicolUofficial>
www.facebook.com/BicolUniversity
(052) 480-0167

Computer Arts & Technological Colleges

Balintawak St., Legazpi City
Engr. Andrew Rey M. Belleza
catcollege.legazpi@gmail.com
catcollege_registrar@yahoo.com
(052) 480-1645/480-1309

Contacts Us

EMERGENCY NUMBERS

Legazpi 911
09472775271 / 09637258323
09777723909 / 09264082485
(052) 201-0102

City Emergency Quick Response
Team 09391197917

Legazpi City Police
Station 09985985926
/480-9919
09266256247

PCP1 (Peñaranda)
(052) 821-7947/09387956504

PCP 2 (Old Albay District)
(052) 480-0495

PCP 3 (Embarcadero)
09569719802

PCP 4 (Taysan)
09128042552

PCP 5 (Rawis)
(052) 482-0124/09092057207

Legazpi Public Safety Office
09293246987 /09190967976
09258011938

CDRRMO
(052) 431-0330 / 09209528188
09391197917
legazpi.cdrrmd@gmail.com

Legazpi City Water District
(LCWD) (052)742-0982 /
7423691 to 93
09175721347 / 09175949169 /
09184555922 / 09266561208 / 09202706621
[legwater@yahoo.com/](mailto:legwater@yahoo.com)
legcitywater_ogm@yahoo.com
www.legazpicitywater.gov.ph

Albay Electric Cooperative
(ALECO)
0908-6773393/09159953455
235-0419/ 2012001/ 4811584
0937 372 2363 /0995 729 6332
aleco.cares@gmail.com
[Facebook.com/albayelectric](https://www.facebook.com/albayelectric)

HIGHER EDUCATION INSTITUTIONS

Computer Communications & Development Institute (CCDI)
Sikatuna St., Old Albay District, Legazpi City
Engr. Jay Abion Dadea,
MIT College Dean <http://www.ccdi-legazpi.com/>
ccdilegazpicampus@gmail.com
(052) 742-1570

Divine Word College of Legazpi (DWCL)
cor Rizal & Fr. Bates Sts., Albay District, Legazpi City Rev. Fr.
Nielo M. Cantilado, SVD
<http://www.dwc-legazpi.edu/>
dwclinfo@dwc-legazpi.edu
(052) 480-1239

Forbes College
Rizal cor Elizondo St., Legazpi Port District, Legazpi City Atty.
Joan Elizabeth L. Aquende
CEO & President <http://www.forbes.edu.ph/>
forbescollege.edu@gmail.com
www.facebook.com/forbescollegeph
(052) 435-3128/ 742-0317/09176762972

Mariner's Polytechnic Colleges Foundation (MPCF) Rawis,
Legazpi City
Ms. Merle Jimenez- San Pedro <http://www.marinerslegazpi.edu.ph/>
info@marinerslegazpi.edu.ph
www.facebook.com/marinersadmission
(052) 482-0997/ 201-8636

Southern Luzon & Technological Colleges Foundation, Inc. Astillero
Building, Quezon Ave, Oro Site, Legazpi City
Ms. Rosemarie Quinto-Rey
<http://www.slctfi.com/> slctfi@gmail.com
slctfi@yahoo.com
(052) 742-1829

STI College
Barangay 20, Cabagñan East, Legazpi City Mr.
Peter K. Fernandez
legazpi.sti.edu
www.facebook.com/legazpi.sti.edu
(052) 480-4877 / 480-3098
09615454452 / 09564270579

Legazpi City Fire Station
09178932416 / 09199925484
Radio Frequency: 153.100

Tanchuling College
Jasmin St, Imperial Subdivision, Legazpi City
Ms. Patricia Iris Tanchuling
<http://www.tanchuling.edu.ph/>
tanchulingcollege13@gmail.com
www.facebook.com/TanchulingCollegeInc
0966 193 5231/(052) 820-4987

University of Sto. Tomas Legazpi
Rawis, Legazpi City
Rev. Fr. Ernesto M.Arceo, OP, STL, Ph D.
<http://www.ust-legazpi.edu.ph/>
inquiry@ust-legazpi.edu.ph www.legazpi.ph
(052) 736-0335



Useful Links and Sites:

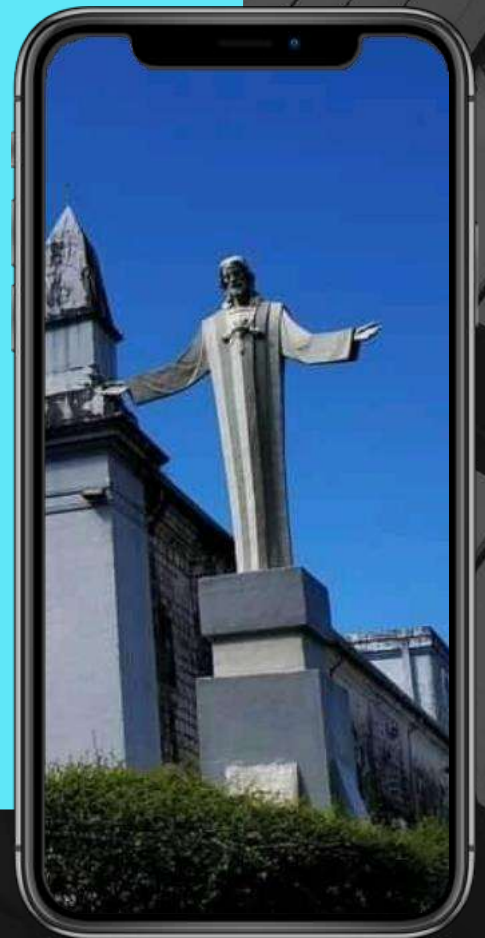
<https://dict.gov.ph/>

<https://www.ibpap.org>

<https://legazpi.gov.ph/>

<https://www.facebook.com/DICTRegionVBicol>

<https://www.facebook.com/dictalbay>



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- Department of Trade and Industry (Region V)
- Department of Science and Technology (Region V)
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- Divine World College of Legazpi
- Technical Education and Skills Development Authority (Region V)



