

## UNOFFICIAL ENGLISH TRANSLATION

### FREQUENTLY ASKED QUESTIONS (FAQ) IN RELATION TO THE MOVEMENT CONTROL ORDER MINISTRY OF INTERNATIONAL TRADE AND INDUSTRY

#### SECTION 1: GENERAL QUESTIONS PERTAINING TO ECONOMIC ACTIVITY OPERATIONS

1. **Can my company operate during the MCO period?**

Yes, if your company is categorized under the List of Essential Services (**Appendix 1**) and for the manufacturing sector, the company is registered with MITI through the COVID-19 Intelligent Management System (CIMS) using the link <https://notification.miti.gov.my>

2. **Do I need to apply for permission to operate from MITI through the CIMS database system during the PKP period?**

**Manufacturing** companies and its supply chain which have **registered** on the MITI database i.e. CIMS **do not need to re-register** to operate during the MCO period. A registration confirmation letter can be downloaded by the company starting from 12 January 2021, at 3.00 pm.

3. **Can my company operate 24 hours?**

Please refer to the General Movement Control Order (MCO) SOP through the website [www.mkn.gov.my](http://www.mkn.gov.my).

Economic and industrial activities listed as essential economic sectors by the NSC which are manufacturing, construction, services, trade and distribution, as well as plantation and commodities **can operate according to specific SOPs as prescribed by the relevant Ministry / Agency.**

The SOP for the manufacturing sector is under the responsibility of MITI, and can be downloaded from the MITI website at [www.miti.gov.my](http://www.miti.gov.my)

4. **Can I send goods to locations with MCO areas using commercial vehicles?**

Commercial vehicles carrying goods and services are allowed to enter and exit using an employee pass or employer permission letter.



**5. Can I send commercial / business goods out of the district or state?**

Yes, provided the employer confirmation letter OR employee pass is brought along.

**6. Am I allowed to cross districts/states for the purpose of work/business?**

Yes, it is allowed. Employees only need to bring an employee pass or employer authorization letter.

**7. Can all my employees come to work?**

For the Management Group, only 30 percent (30%) of employees are allowed to be in the office whereas the attendance of employees in other categories is limited to those who need to be present physically at the workplace. **(the definition for the Management Group can be referred to in Part 2, Question No. 2)**

As for work that does not require physical attendance, the Work From Home (WFR) order will be effective.

**8. What is a company's SOP throughout the MCO?**

Please visit the National Security Council website [www.mkn.gov.my](http://www.mkn.gov.my) to refer to the latest SOPs.

The SOP for the manufacturing sector is under the responsibility of MITI, and can be downloaded from the MITI website at [www.miti.gov.my](http://www.miti.gov.my)

**9. What can I do if a company does not comply with the MCO SOP?**

You can report non-compliance by the company at the nearest police station.

**10. Can a company apply for a Certificate of Origin - COO during the MCO enforcement period?**

Yes, COO endorsement can be done at the Counter on Level 2, MITI as usual.

**11. Are applications to enter and exit Malaysia through the One Stop Centre (OSC) Committee still continuing as usual?**

Yes. Applications for entry and exit from Malaysia through the OSC Committee will still be continued during this MCO period.

## **PART 2: WORK FROM HOME (WFH) ORDER**

### **1. What is meant by a WFH arrangement?**

The WFH arrangement refers to the carrying out of office duties in your respective homes according to the procedures / guidelines set by the employer according to the needs of each company.

### **2. Is a WFH arrangement mandatory for all industrial workers?**

Employers **must** implement WFH arrangements for employees in the management group whose tasks include accounting, finance, administration, legal, planning, ICT and other related tasks.

In line with the objective to curb the transmission of the COVID-19 pandemic, only 30 percent (30%) of employees in the Management Group are allowed to be in the office. Meanwhile, the number of employees in the support group and other employees involved directly in the production line will be determined by respective employers taking into account strict compliance to the prescribed SOP.

For example, if there are 10 or less people in the management and supervisory group, only three (3) people are allowed to be in the office at any given time.

For employees in other sectors which are **not listed in the Essential Services List**, the WFH order is effective.

### **3. What action should the employer take if an employee does not want to come to work and WFH?**

Employers can take action at the company's discretion and procedures based on Government policy and relevant Acts. For any further inquiries on this matter, please refer to the Department of Manpower.

### **4. Do the employees who need to be present at the office have to undergo a COVID-19 screening test?**

Please refer to the General Movement Control Order (MCO) SOP through the website [www.mkn.gov.my](http://www.mkn.gov.my)



**5. My company is already registered under the COVID-19 Intelligent Management System (CIMS), do I need to register again?**

No need. Registration on CIMS only needs to be done once but the company needs to download the **latest** registration confirmation letter that can be accessed through the system CIMS using the same login and password.

**6. My company is already registered under the COVID-19 Intelligent Management System (CIMS) and was given a letter of permission to operate in 2020. Is it necessary for me to register again?**

The previously issued operating permission letter is **void**.

However, the company does not need to register again, it only needs to download the **latest** registration confirmation letter that can be accessed through the CIMS system using the same login and password.

**7. Can my company operate 24 hours?**

Please refer to the General SOP of Movement Control Order (PKP) through the website [www.mkn.gov.my](http://www.mkn.gov.my).

**8. What is the List of Essential Services allowed to operate during the MCO period?**

The Company may refer to the List of Essential Services in **Appendix 1**.

**9. Do I need to update the list of employees that have been declared before this on CIMS?**

No need.

**10. What are the documents that the employee needs to bring as confirmation of approval to work from the employer for the authorities?**

Employees of the company are required to bring along a copy of the confirmation letter registration and employee pass / employer confirmation letter for the purpose of movement between residence and workplace.

**11. What is the maximum passenger limit allowed for private vehicles?**



- i. To get basic necessities the passenger limit is limited to two (2) persons only, namely a driver and a passenger; and
- ii. For treatment at a hospital or clinic, the maximum passenger limit is three (3) people, namely a driver and two (2) passengers.

**12. What is a company's SOP throughout the MCO?**

Please refer to the National Security Council website [www.mkn.gov.my](http://www.mkn.gov.my) to read the list of MCO SOPs prescribed by the Government for the sectors allowed to operate.

The SOP for the manufacturing sector is under the responsibility of MITI, and can be downloaded from the MITI website at [www.miti.gov.my](http://www.miti.gov.my)

**13. What can I do if a company does not comply with the MCO SOP?**

You can report non-compliance by the company at the nearest police station.

**PART 3: REGISTRATION IN COVID-19 INTELLIGENT MANAGEMENT SYSTEM (CIMS)**

**1. How can I register on CIMS?**

You can go to the link <https://notification.miti.gov.my> to register and follow the instructions from page to page. Do not put 'www' in this registration URL.

**2. I am having technical problems in accessing CIMS. What should I do?**

If you are unable to update your information on CIMS, please email the CIMS technical group at [cims@marij.my](mailto:cims@marij.my).

**MINISTRY OF INTERNATIONAL TRADE AND INDUSTRY (MITI)  
12 JANUARY 2021**

**LIST OF ESSENTIAL SERVICES**

**A. Manufacturing and Related Services**

1. Aerospace including MRO;
2. Manufacturing and After Sales Automotive Services;
3. Food, beverages and its supply chain;
4. Packaging and printing;
5. Household products, personal care items (FMCG - soap, personal cleansers and etc.) and detergents including its supply chain;
6. Health and medical care including dietary supplements;
7. Personal protective equipment (PPE) and fire safety equipment;
8. Components for medical devices;
9. Electrical and electronic;
10. Oil and Gas;
11. Petrochemicals and petrochemical products;
12. Chemical products;
13. Machines and equipment;
14. Ceramics (ceramics as a mold for making gloves);
15. Iron and steel;
16. Textiles (involved in the production of PPE);
17. Furniture sector; and
18. Production, distillation, storage, supply and distribution of fuel and lubricants.

## **B. Construction**

### 19. Construction:

- i. Critical maintenance and repair work;
- ii. Major public infrastructure construction works; and
- iii. Construction work on buildings that provide complete accommodation for workers at the construction site or workers housed in the Centralized Living Quarters (CLQ).

## **C. Services**

### 20. Financial Services and its supply chain:

- i. Financial Institutions (Banking, Insurance, Takaful and other entities licensed, approved or registered by Bank Negara Malaysia); and
- ii. Capital market entities licensed, registered or regulated by the Securities Commission of Malaysia.

### 21. Municipal and local government services:

- i. Pawn shops / community credit (licensed moneylender company);
- ii. Solid waste / sewerage management;
- iii. Public sanitation; and
- iv. Premise cleaning and sanitation.

### 22. Telecommunications and digital infrastructure including ICT services and Global Business Services (GBS);

### 23. E-commerce and its supply chain including e-marketplace services, digital payments and one-stop e-commerce internet centres;

### 24. Hotel and accommodation

### 25. Agriculture, fisheries and livestock including veterinary services;

- i. Farm management/ swift bird nests/ horses/ animal processing plants/ slaughterhouses/ livestock/ animal feed factories/ suppliers such as vaccine/livestock management/pet stores (livestock transfer operations are to be carried out at night);

- ii. Disease control and regulation of livestock production, livestock inputs and products related to the livestock industry (including export and import); and
- iii. Health management, disease diagnostics and animal treatment.

- 26. Utilities (water and energy);
- 27. Professional services (including accountants/ lawyers/ auditors/ engineers/ architects); scientists (including R&D) and technics (including maintenance);
- 28. Security Services;
- 29. Security and Defence;
- 30. Transportation via land, sea and air; and
- 31. Port, shipyard and airport operations and services, including loading, unloading and transfer of cargo, pilotage, storage and commodity exchange.

**D. Trade Distribution**

- 32. Warehousing and Logistics;
- 33. Services/ Sales/ Food and Beverage Delivery; and
- 34. Retail/ Distribution/ Wholesale.

**E. Plantation and Commodities**

- 35. Agriculture, fisheries and livestock and its supply chain; and
- 36. Plantation and commodities and its supply chain.

**F. Others**

- 37. Any other service, work, industry and business as determined by the Minister of Health upon consultation with the authorities regulating the related service, work, industry and business.