

UNOFFICIAL ENGLISH TRANSLATION

FREQUENTLY ASKED QUESTIONS (FAQ) MOVEMENT CONTROL ORDER (MCO) 3.0 DATED 1 TO 14 JUNE 2021 MINISTRY OF INTERNATIONAL TRADE AND INDUSTRY

This FAQ is applicable to the **Economic Sector covered by the Ministries listed below** during the **Movement Control Order (MCO) 3.0** for the period of **1 to 14 June 2021**.

- i. **Ministry of International Trade and Industry (MITI)**
- ii. **Ministry of Domestic Trade and Consumer Affairs (MDTCA)**
- iii. **Ministry of Communications and Multimedia (KKMM)**
- iv. **Ministry of Works (KKR)**
- v. **Ministry of Housing and Local Government (KPKT)**
- vi. **Ministry of Tourism, Arts and Culture Malaysia (MOTAC)**
- vii. **Malaysian Construction Industry Development Board (CIDB)**
- viii. **Malaysia Digital Economy Corporation (MDEC)**
- ix. **Other Ministries or Agencies applying for access to CIMS 3.0 that will be announced, if needed.**

SECTION 1: GENERAL QUESTIONS IN RELATION TO THE OPERATIONS OF ECONOMIC SECTOR ACTIVITIES

1. Can all companies in the Economic Sector operate during the MCO 3.0 period?

Only companies listed as an essential service is allowed to operate during the MCO 3.0 period, **1 to 14 June 2021**. The list of **essential services** can be referred to in **Appendix I**.

2. Do I need to apply for permission to operate from MITI through the CIMS database system during the MCO 3.0 period?

Companies in the Economic Sector **must** apply for a MITI approval letter through the COVID-19 Intelligent Management System (CIMS) 3.0 through the link <https://notification.miti.gov.my>. For companies already registered on CIMS, the company only has to download the approval letter from CIMS. For new registrations, the company can obtain information on the MITI website.

3. Can my company operate 24 hours?

- (i) Companies in the **Manufacturing Sector** can operate as usual including companies that have 24-hour operation rotations **in accordance with the prescribed SOP**. The SOP for the manufacturing sector can be downloaded from the MITI website at www.miti.gov.my.
- (ii) Companies other than those in the Manufacturing Sector are allowed to operate in accordance with the General MCO 3.0 SOP issued by the NSC.

4. Can I deliver goods to locations in MCO 3.0 areas using commercial vehicles?

Yes. Commercial vehicles carrying goods and services are allowed to move/operate using an employee pass or employer permission letter and to bring along a permission letter to operate from the Ministry of Transport.

5. Is there a capacity restriction for the number of workers allowed in a vehicle to carry and distribute goods?

The number of persons allowed in a vehicle to carry goods as well as for economic or industrial supply chain activities depends on the commercial vehicle registration license. For more information refer to the Ministry of Transport.

6. Is there a vehicle capacity restriction for workers using worker transport (employee vans and buses)?

The passenger capacity for worker transport is 50%.

7. What is the workforce attendance capacity for the Economic Sector?

The Government has set the **workforce attendance capacity at 60%** for a period of 24 and a Work From Home (WFH) arrangement has to be implemented for the remaining 40%.

8. Are workers allowed to cross districts/states for the purpose of work/business?

Yes, it is allowed. Employees **MUST** bring their employee pass or employer authorization letter as well as the CIMS 3.0 letter.

To facilitate the movement of workers and ensure that the movement is valid especially for those involved in crossing districts/states, MITI advises for employers to issue work instruction letters following the template in **Appendix II**.

It is reminded that **misuse of the MITI CIMS 3.0 letter is illegal**. The MITI CIMS 3.0 letter has a QR code that can be scanned by the Royal Malaysian Police (RMP) to confirm the authenticity of the letter.

9. What can I do if a company in the Economic Sector does not comply with SOPs?

For the manufacturing sector, complaints can be emailed to covid19aduan@miti.gov.my.

For other sectors, complaint emails can be forwarded to the relevant regulating Ministry and Agency. Information on the relevant Ministry and Agency can be obtained through the following link: <https://www.miti.gov.my/redir/pkp/enquiry.html>.

10. If there is a positive case at the workplace, what should the employer do?

The employer **MUST** report positive cases as well as close contacts to the nearest District Health Office (DHO) in accordance with the General MCO 3.0 SOP issued by the NSC.

The employer must implement control measures in accordance with the procedures outlined in the General MCO 3.0 SOP issued by the NSC. It should be noted that the requirement to close the premises is according to a risk assessment by the DHO.

11. Can a company apply for a Certificate of Origin (COO) during the MCO 3.0 enforcement period?

Yes, COO endorsement for the MITI HQ can be done as usual at the Counter on Level 2, MITI by appointment only. The counter is open from 9:00am to 1:00pm.

Whereas for COO endorsement at MITI Regional Offices, companies are asked to refer to the relevant procedure in place by the MITI Regional Office.

You can contact the MITI Regional Offices for more information:

NO.	INFORMATION	NO. TO CONTACT
1	Ms. Rafeah Khafidah Kamarudin Director of MITI Regional Office, Johor	Tel : 607 – 223 5639 Fax : 607 – 224 9631 Email : rafeahk@miti.gov.my
2	Ms. Azyyati Ibrahim Director of MITI Regional Office, Kelantan	Tel : 609 – 748 3457 Fax : 609 – 744 4167 Email : azyyati@miti.gov.my

3	Mr. Lee Meng Tat Director of MITI Regional Office, Pahang	Tel : 609 – 513 0851 Fax : 609 – 513 0873 Email : leemt@miti.gov.my
4	Ms. Rosazliza Azman Director of MITI Regional Office, Perak	Tel : 605 – 527 1990 Fax : 605 – 527 2043 Email : rosazliza@miti.gov.my
5	Mr. Jegan Subramaniam Director of MITI Regional Office, Penang	Tel : 604 – 262 5133 Fax : 604 – 262 5131 Email : jegan@miti.gov.my
6	Mr. Mohd Hijri Mat Rani Director of MITI Regional Office, Sabah	Tel : 6088 – 236 758 Fax : 6088 – 235 645 Email : hijri@miti.gov.my
7	Mr. Griffith Jones Goba Director of MITI Regional Office, Sarawak	Tel : 6082 – 257 164 Fax : 6082 – 417 835 Email : griffith.goba@miti.gov.my
8	Ms. Nurfadhilah Syamimi Counter at MITI Regional Office, Melaka	Tel : 606 – 253 0069 Fax : 606 – 232 7519 Email : nurfadhilah@miti.gov.my

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

Yes. Applications for entry to and exit from Malaysia for short term business visitors through the OSC Committee for official purposes are continued during this MCO 3.0 period **after obtaining permission from the RMP.**

Companies are also advised to check on the Immigration Department of Malaysia (JIM) Portal on entry bans of citizens from several high-risk countries from time to time.

13. What is meant by warm idle mode?

In warm idle mode, only companies in the manufacturing sector listed in the List of Essential Services are allowed to operate with 10% of its workers (for a period of 24 hours). This is to ensure that manufacturing machines and equipment are in an idle/standby state to prevent damage. No manufacturing/production activity is allowed for companies with approval for warm idle mode.

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 respective homes according to the procedures/guidelines set by the employer according to the needs of each company.

2. What is the attendance capacity of company personnel allowed to operate **during the MCO 3.0 period?**

Attendance capacity for companies allowed to operate	Warm Idle
60% of workers	10% of workers

3. Is a WFH arrangement mandatory for all Economic Sector workers?

The WFH arrangement is mandatory for 40% of company employees (out of the whole workforce). It is mandatory for employers to implement a WFH arrangement that involves the entire company workforce including the management and non-management groups.

The physical attendance of workers at the workplace/premise is **limited to 60% of the total company workforce** on a **24-hour** basis.

The attendance of 60% of those workers includes office staff as well as operational and support (contract for service) staff following what is appropriate for the employer or company owner.

Companies can also conduct **rotations with the condition that it does not exceed 60% of its workforce capacity.**

Among the **scenario examples during MCO 3.0 for attendance capacity** is as follows:

SCENARIO	NORMAL CONDITIONS			DURING THE MCO		
	Morning	Afternoon	Night	Morning	Afternoon	Night
Scenario 1	400	400	400	240	240	240
Total	1,200 (100%)			720 (60%)		

Scenario 2	300	600	300	180	360	180
Total	1,200 (100%)			720 (60%)		
Scenario 3	600	600	0	360	360	0
Total	1,200 (100%)			720 (60%)		
Scenario 4	600	600	0	720 (1 period)		
Total	1,200 (100%)			720 (60%)		

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

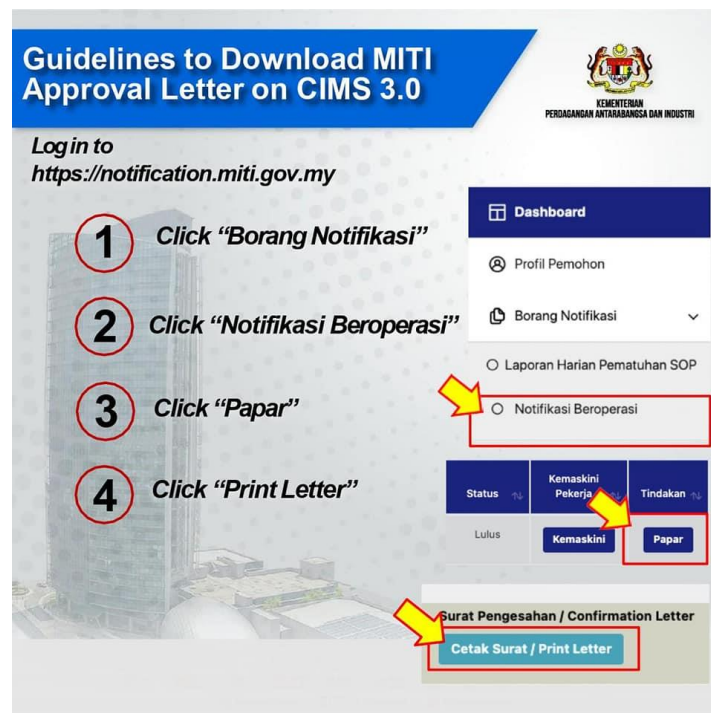
Employers are advised to discuss with the employee to reach a consensus. It would be best if employers can give assurances that the working environment is safe. If discussions have been undertaken and the employee still wishes to WFH then the employer can take action at the company's discretion and procedures based on Government policy and relevant Acts. For any further inquiries on this matter, please refer to the **Department of Manpower, Ministry of Human Resource**.

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

There is no need if there are no symptoms. However, companies are advised to undertake such screening tests for its employees from time to time to ensure early detection of cases if any. Please refer to the General MCO 3.0 SOP through the website www.mkn.gov.my for more information.

6. What documents does an Economic Sector worker need to bring as confirmation of permission to work?

It is mandatory for Economic Sector company employees to bring with them a copy of the latest CIMS registration confirmation letter and an employee pass OR an employer confirmation letter for the purpose of movement between their residence and workplace.



7. Will any type of enforcement be carried out to ensure compliance with the work from home directive?

Yes. Enforcement without notice will be carried out from time to time to ensure that the work from home directive is being complied with by companies.

8. Will any action be taken against companies not complying with the current WFH directive as well as for any SOP violation?

Any company or premises that do not comply with the current WFH directive or violate SOPs will be ordered to **immediately close** for **seven (7) days** and **compounded a maximum of RM50,000.00**.

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. For a registration tutorial, please follow this link:

<https://www.youtube.com/watch?v=CGwClak7xs8&t=212s>

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

- (i) If your company is included in the list of relevant Economic Sectors that can operate, the company can **download and print the latest registration confirmation letter** through the CIMS system by using the same login and password.
- (ii) However, if the company has previously registered on CIMS but **is not listed in the list of sectors permitted to operate for the period of 1 to 14 June 2021**, the company **CANNOT** download a new letter.

Registration Confirmation Letters previously issued by MITI will expire at 11:59pm on 31 May 2021.

3. Do I have to update the employee list that has been previously declared on CIMS?

Required. Companies need to update if there is a change in the list of employees through CIMS using the provided template in the CIMS system.

4. I am having technical problems accessing CIMS. What should I do?

If you are facing technical problems in accessing CIMS, please email cims@marii.my.

Any further enquiries regarding the implementation of the MCO for the Economic Sector can be submitted to:

Hotline: 03-6208 4949

Email: covid19hotline@miti.gov.my
(general inquiries)

covid19aduan@miti.gov.my
(complaints on SOP non-compliance)

cims@marii.my
(CIMS technical issues)

APPENDIX I

LIST OF ESSENTIAL SERVICES ALLOWED TO OPERATE DURING MCO 3.0 COMMENCING 1 – 14 JUNE 2021

A. The List of Essential Services for the economic and social sectors allowed to operate are as follows:

1. Food and beverage, including for animals
2. Healthcare and medication including supplements, personal care and animal clinics as well as veterinary services
3. Water
4. Energy
5. Security and safety, defence, emergencies, welfare and humanity support
6. Waste management and public sanitation and sewerage
7. Transport through land, water or air
8. Port, shipyard and airport services and operations including unloading, *laiter* transport, cargo handling and pilotage (*pemaliman*), and storage or bulk commodity
9. Communications including media, telecommunications and internet, post and courier and broadcasting (only for the purpose of conveying information, news and the like)
10. Banking, insurance, *takaful* and capital markets
11. Community credit (pawn shops and *Ar-rahnu*)
12. eCommerce and information technology
13. Production, distillation, storage, supply and distribution of fuels and lubricants
14. Hotel and accommodation (only for the purpose of quarantine, segregation, work for the essential services and not tourism purposes)
15. Critical construction, maintenance and repair
16. Forestry services (limited to enforcement) and wildlife
17. Logistics limited to delivery of essential services

B. Manufacturing Sectors categorized as essential services are as follows:

1. Aerospace (components and maintenance, repair and overhaul - MRO)
2. Food and beverage
3. Packaging and printing materials
4. Personal care items and detergents
5. Health care and medical products including supplements
6. Personal protective equipment (PPE) including rubber gloves and fire safety equipment
7. Components for medical devices

8. Electrical and Electronics
9. Oil and Gas including petrochemicals and petrochemical products
10. Chemical products
11. Machinery and equipment
12. Textiles for PPE production only
13. Production, distillation, storage, supply and distribution of fuels and lubricants

Warm Idle (10% of workers):

1. Automotive (vehicles and components)
2. Iron and Steel
3. Cement
4. Glass
5. Ceramics

C. Agriculture, Fisheries, Livestock, Plantation and Commodities

1. Agriculture, fisheries and livestock and their supply chains (for example shops selling fertilizers and pesticides/palm oil fruit processing factories are allowed to operate)
2. Plantation and commodities and their supply chains (palm oil, rubber, pepper and cocoa)

D. Construction

1. Critical maintenance and repair work
2. Major public infrastructure construction works
3. Building construction work that provides complete employee accommodation on the construction site or workers which are stationed in Centralized Worker Quarters (CLQ).

E. Distributive Trade

1. Shopping complexes are CLOSED except for premises, supermarkets, hypermarkets and departmental stores which have a food and beverage, basic necessities, pharmacy, personal care sections, convenience stores, mini marts and restaurants for take-away and home delivery.
2. Supermarkets, hypermarkets, pharmacies personal care, convenience stores, mini marts and grocery stores as well as departmental store are open LIMITED to food, beverage and basic necessities sections only.
3. Restaurants, stalls and food outlets
4. Laundry (including self-service)

5. Pet care and pet food stores
6. Eyeglass and optical goods stores
7. Hardware stores
8. Vehicle, maintenance and spare part workshops
9. E-commerce (for all product categories)
10. Wholesale and distribution (only for all categories of essential service)

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DISCLAIMER: This unofficial translation is based on the original document which is written in the Malay language. Should there be any inconsistency or difference between this translation and the original document, kindly note that the original document is the governing and prevailing version.



APPENDIX II

-COMPANY LETTERHEAD-

Reference :
Date :

Name : xxxx
I/C No. : xxxx
Position : xxxx
Address : xxxx

TO WHOM THIS IS CONCERNED,

Sir/Madam,

EMPLOYER CONFIRMATION LETTER TO WORK DURING THE MCO 3.0 PERIOD

The above subject is referred.

2. As you are ware, Company is allowed to operate during the Movement Control Order (MCO) period starting from ... to
3. In relation to this, **the bearer of this letter with the details stated above is an employee of Company and will travel from their residential address as stated above to the office / surrounding area(s) as stated in the Appendix (state the address(es) to be visited by the employee in an appendix) during this MCO period.**
4. For any further enquiries, you may contact the company officer (NAME), H/P NO.: The bearer of this letter and the Company will be fully responsible if it is found that the letter bearer misuses the letter for personal purposes.

Your attention and cooperation in this matter is greatly appreciated.

Thank you.

(EMPLOYER NAME)