

UNOFFICIAL ENGLISH TRANSLATION

STANDARD OPERATION PROCEDURE (SOP)

PERMISSIONS TO OPERATE AND EMPLOYEE MOVEMENT MANAGEMENT FOR MANUFACTURING COMPANIES ALLOWED TO OPERATE DURING THE MOVEMENT CONTROL ORDER (MCO)

I. APPLICATION

1. All companies are requested to **provide information** as per *Lampiran A*, through a Portal system.
2. This Portal can be accessed through www.miti.gov.my
3. Each application will be considered **based on eligibility, criteria and conditions** set.
4. The processing of applications will involve cross-referencing with various relevant databases at Ministerial and Agency level.
5. All applications need to be accompanied with an *Ikrar Aku Janji*, whereby the Employer will pledge to perform their duties and responsibilities as set forth in this SOP, as well as guidelines set by the Ministry of Health (MOH) and other relevant Enforcement agencies.
6. These criteria and conditions include the employer's responsibility to notify the Ministry of International Trade and Industry (MITI) if any employee tests positive for COVID-19.
7. If there is a company or business entity not clearly listed as an industry authorized to operate, but who still wishes to operate, an application can still be made through the Portal system.
8. **Decisions** on applications can be accessed in the Portal system. Any **appeal** will be considered on a case-by-case basis and an appeal decision will be reached within five (5) days.

II. COMPANY / WORK PREMISES

9. Companies must reduce its number of employees to ensure it does not exceed 70% of the current or registered amount that is subject to MITI's approval, at any time for production activities during the Movement Control Order (MCO) period. Companies must establish a suitable work-from-home system for employees not involved in critical manufacturing activities.
10. Companies are required to give priority to local demands / needs for products and services and meet them in their entirety.

11. Companies must submit to MITI a complete list of workers involved during the MCO period and ensure that the movement of workers are limited between home to the factory / premises only.

Note:

- a) Need to limit the number of visitors to the premises
 - b) Encourage companies to convene virtual meetings
12. Permitted operational hours are between 8am to 8pm. However, companies are allowed to operate for 24 hours by submitting a list of shift workers according to shift rotations.
 13. Permission to operate will also be in accordance with the designated zones by the National Security Council (NSC) and is subject to the conditions set by the NSC from time to time.
 14. Companies must appoint one or more coordinators to coordinate preventive measures for the transmission of COVID-19 at the work premises. It is recommended that the coordinators consist of Safety and Health Officers (SFO), Occupational Safety and Health Coordinators (OSH-C) or Site Safety Supervisors (SSS) registered with the Department of Occupational Health and Safety (DOSH), or the Secretary of the Occupational Safety and Health Committee of the workplace. The appointed coordinator must submit compliance reports on the permitted operational conditions set by MITI and DOSH.
 15. Companies must provide appropriate employee briefings on the COVID-19 virus and the preventive measures which must be complied with.
 16. Appropriate personal protective equipment (PPE) must be provided to employees working in the relevant sectors. Each worker is to be supplied with PPE such as face masks, as needed.

Note:

- a) For the industries which employees are required to deal often with the public (such as Public Liaison Officers, Cashiers, Clerks / Counters, etc.), they may need additional PPE other than face masks such as face shield visors or other devices.
 - b) For the health industry, medical practitioners are required to wear PPEs as specified under Annex 8 - The Infection Prevention and Control (IPC) Measures - Guidelines for COVID-19 Management in Malaysia No. 5 / 2020.
17. Companies must provide body temperature or thermal scanners as well as screening for symptoms of cough, sore throat or breathing difficulties. The measurement of body temperatures and symptom screenings must be performed daily at the entrance to the factory / premises. The Occupational Safety and Health Committee must ensure a trained member or a Nursing Assistant company is conducting the temperature measurement and health

screening. Readings for each employee must be recorded and retained for a minimum period of three (3) months for reference.

Note: In the event of a large number of absentee workers due to fever or symptoms, a report must be made to the nearest Health Office.

18. If an employee's body temperature reads 37.5° Celsius or more, or is symptomatic, he / she is not allowed to enter company premises and Companies must refer the employee (with the employee wearing a face mask) to the Company Panel Clinic or nearest Health Clinic. Readings for each employee must be recorded and retained for a minimum period of three (3) months for reference.
19. Companies must provide hand sanitizers at entrances and all common areas and other places related to the factory / premises, as well as require the use of face masks by every employee. Companies need to continue to practice social distancing on the premises.
20. Companies must carry out a sanitation process at the factory / premises each time a shift or operation commences in accordance with the guidelines set by MOH.
21. The sanitation and cleaning process must be carried out three (3) times a day especially in common spaces such as the:
 - Lobby;
 - Lifts;
 - Cafeteria;
 - Meeting rooms;
 - Prayer rooms;
 - Bus / employee transportation;
 - Enclosed recreation centres;
 - Toilets; and
 - Emptying the rubbish bins.

Note: In-house prayer rooms and places of worship on the industrial premises needs to be regulated by social distancing measures.

The safety aspects of chemical management need to be taken into account in the process of sanitation where there is use of chemical substances.

22. Companies must ensure that employee vehicles undergo a sanitation and disinfection process each time before use.
23. Employee vehicles provided by sompanies are not allowed to cross district / zone borders and are only allowed to transport workers within the relevant district / zone.

24. Companies must establish guidelines for best practices on social / safe distancing (such as 1 meter markers on the floor, tables and chairs) and implement them especially in areas such as:
- Production floors;
 - Cafeteria / canteen;
 - Meeting rooms;
 - Prayer rooms, multi-purpose halls; and
 - Construction sites.
25. Companies / premises must maintain a ventilation system at the premises to ensure that it operates effectively and efficiently.
26. The cafeteria / canteen on company premises is only allowed to operate for the purposes of preparing packed food by food handlers wearing face masks and gloves while ensuring social distancing is practised. Buffet and served meals are not allowed. Break / lunch times must also be staggered.
27. In the event an employee is infected with COVID-19, the company is fully responsible for all medical costs, on-site disinfection or other related costs. Companies must assist and provide full cooperation with the Ministry of Health to conduct contact tracing for workers infected with COVID-19 and manage contact.
28. Companies must provide transportation vehicles for the movement of workers with the implementation of social distancing and the used vehicles must be disinfected each time it is used.
- Note:
- a) The movement of worker transport vehicles are only allowed in zones authorized by the NSC.
 - b) The industry is encouraged to provide hostel facilities. Companies must ensure that good hygiene and COVID-19 prevention measures set by MOH is complied with by all employees living in the hostel provided by the company.
 - c) Subject to a company's ability to do so, the use of hotels as employee accommodation within the same zone may be considered.
29. Companies are encouraged to provide information and guidelines on handling COVID-19 to their supply chain.
30. Companies must have an Emergency Response Protocol which states what must be done if there is a COVID-19 infection or investigation on a COVID-19 infection in workers.

31. The Aerospace Industry:

- a. Operating Hours : Companies must always follow the regulator rules and OEMs based on the international aerospace and aviation standards for operations during COVID-19 other than the rules set by MOH, MITI (including general operating procedures of the company during COVID-19) and local authorities.
- b. Delivery of aircraft equipment and components as well as repaired replacement parts to other countries must follow the rules set by the Malaysian authorities and authorities of the country(ies) involved.
- c. Sourcing of components, raw materials and spare aircraft parts from foreign countries must follow the procedure set by the Malaysian authorities and authorities of the country(ies) involved.
- d. For company officers stationed / assigned in a supply chain company, they may continue to perform their duties at the assigned location if their residence or accommodation is situated nearby the supply chain company. However, the list of officers must be included in company's supply chain employee list for the purposes of tracing.
- e. For critical MRO activities outside of company operating areas such as AOG repair activities, the movement of workers to the field location is subject to the approval of the Malaysian authorities and regulators.
- f. Visits by international aerospace and aviation authorities for audit and surveillance purposes are not allowed. If the need is extremely urgent, companies must obtain advice and the view of the Malaysian authorities.
- g. Visits by company officials to their supply chain outside of the company's operating area are not allowed. The use of online technology for communication is encouraged.

32. The Machinery Manufacturing Industry and Supporting Engineering Industry (activities for Support Services at customer sites):

- a. For installation activities and support services for machines – only a maximum of five (5) local workers
- b. Overtime (OT) work is not allowed.

33. Automotive Industry:

For Service Center Operations and After-Sales Divisions, customers and visitors are not allowed to wait on the premises. Companies need to provide pick up or delivery services.

III. EMPLOYEES

34. All employees must comply with the preventive COVID-19 measures set by MOH issued from time to time.

35. If there are any employees being observed by MOH (person under investigation) or under home quarantine orders, the employee is not allowed to report for duty and must undergo a quarantine period set by MOH.
36. Foreign workers who do not live in Malaysia are not allowed to work even for companies that have been granted approval to operate during the MCO enforcement period.

Note: For any foreign worker who wishes to apply for an exception, he / she must undergo testing for COVID-19 with the cost incurred by the Company and to undergo a quarantine for 14 days before any application can be considered.
37. Workers who have just returned from abroad are not allowed to work within 14 days of his / her arrival date into Malaysia and must undergo quarantine during that period.
38. Only workers residing in the same District / Zone as the company premises are allowed to work based on the set SOPs and regulations. Workers who reside outside of the company's district / zone must be certified negative for COVID-19 and have undergone a quarantine process of 14 days, before he / she is permitted to report for duty at the company's premises.
39. For the Aerospace Industry:
 - a. The use of expat resources must be limited to the expat resources already available within the Country. If advice or consultation services are required, the use of virtual and online technologies are encouraged.
40. For the Glass and Cement Industries:
 - a. Employees and contractors are required to wear PPE based on their job scope while working, to protect themselves from occupational hazards.
 - b. Safety helmets complete with face shields or glasses can be worn where appropriate
 - c. Records of PPE distribution must be made at all times.

IV. VISITORS

41. Visitors are not encouraged during the MCO. However, if there is a particular important need, visitors need to get approval from the company management prior to arriving at the company's premises / factory.
42. The visitor must declare and report his / her latest travel history and health status and must obtain approval to visit from his / her own company first.
43. When arriving at the premises / factory, visitors must wear face masks and undergo a temperature check at the entrance to the premises / factory.
44. Companies must provide face masks to be worn by each visitors entering the premises / factory and the visitor must change from the face mask previously

worn. A 'no-touch' policy must be adhered to and the shaking of hands by employees and visitors are not, in any instance, allowed.

45. The Aerospace Industry:

- a. Visits by international aerospace and aviation authorities for audit and monitoring purposes are not allowed. If there is an urgent necessity, the company must obtain advice and the view of the Malaysian authorities.
- b. Visits by company officials to their supply chains outside of the operating area of the company are not allowed.

V. ENFORCEMENT

46. The relevant Ministry / Agency shall issue an operating approval letter to the company / SME permitted to operate (only one Ministry, which is MITI, is proposed to issue the approval letter).

47. The approval letter must be displayed on the premises of the company / SME.

48. A list of workers must be submitted to the nearest IPD.

49. MITI will provide an integrated system using a QR Code that can be used by enforcement agencies to quickly verify whether approval to operate has been obtained (one stop centre online system).

50. Enforcement on premises:

- a. The approval letter must be displayed clearly on the premises of the company / SME.
- b. PDRM / RELA / JTK / PBT / JKKP or any other authorized officer can conduct an inspection at any time.
- c. Based on the given authorization, PDRM and MOH can order the immediate closure of premises if there is a violation of the operating conditions (number of employees, social distancing, PPEs, temperature readings, etc.)
- d. Employers must always raise awareness on health care and personal hygiene to avoid COVID-19 infections.
- e. Non-compliance by employers towards operating compliance measures during the MCO must be reported to PDRM.

51. Enforcement of Roadblocks:

- a. A work confirmation letter must be carried at all times by employees.
- b. Transportation used by companies must display the operation approval letter.

52. Taskforce at State Level:

- a. Taskforces at state level including MKN, PDRM, RELA, MITI, SME Corp., JTK / JKPP and PBT must be strengthened further in terms of conducting patrols on businesses.
- b. Handling complaints from emails, operating rooms, call centre premises, employees, the public and media.

53. Enforcement by zone:

- a. Enforcement at the zone level must follow the orders and guidelines prepared by the NSC. From time to time, MOH and the NSC will update all orders in relation to permitted activities according to zones.

54. Recommendation for cancellation letters:

- a. Non-compliance with the Prevention and Control of Infectious Diseases Act will result in an immediate cancellation of the approval letter.
- b. Notification of the cancellation must be given by the taskforce to MITI.

***The Government reserves the right to amend the above conditions from time to time.**