



# MANUFACTURING SECTOR (CMCO)

Updated on 24 February 2021

Unofficial Translation



## Encompasses

Manufacturing in the essential services sector.

**Operational Hours:**

Normal

**Customer Service Hours:**

Normal

**Workforce Capacity:**

**Management: 30%**

**Operations and Support: Determined by the employer.**

## ACTIVITY AND PROTOCOL

Activity	Brief Description
Disease prevention protocol & restrictions	<ul style="list-style-type: none"> <li>Employers need to provide a workplace protocol that covers disease control and prevention of infection transmission according to guidelines in <b>Annex 25: COVID-19: MANAGEMENT GUIDELINES FOR WORKPLACES: Ministry of Health Malaysia:</b> <a href="http://covid-19.moh.gov.my/garis-panduan/garis-panduan-kkm">http://covid-19.moh.gov.my/garis-panduan/garis-panduan-kkm</a></li> </ul>
Health screening	<ul style="list-style-type: none"> <li>Provide a thermal scanner or handheld infrared thermometer</li> <li>Conduct daily health screening to detect symptoms of COVID-19 such as fever, cough, sore throat or difficulty breathing.</li> <li>Screenings must be conducted everyday at the entrance of the factory/premise.</li> <li>An employee with a body temperature of above 37.5 Celsius and showing symptoms such as fever, sore throat/ coughing/ running nose, or difficulty breathing is not permitted to work or enter the premise.</li> </ul>
Health reports (on-premise and company-provided accommodation)	<ul style="list-style-type: none"> <li>Report to the nearest Health Office if total employee absences (exceeding 5% of total employees) are due to fever or the display of any symptoms.</li> <li>An employee with a body temperature of above 37.5 Celsius or showing a single symptom such as coughing, sore throat or difficulty breathing must be referred to the company panel clinic or nearest public health clinic.</li> </ul>

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- Operations in EMCO areas

## Standing Orders

- Order 16 P.U. (A) 8/2021**
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Activity	Brief Description
Cleaning and disinfection of premises	<ul style="list-style-type: none"> <li>The process of cleaning and disinfection should be carried out three (3) times a day, especially in common spaces and areas frequently touched such as:                             <ul style="list-style-type: none"> <li>Lobbies, lift buttons, cafeteria, meeting rooms, prayer rooms, bus / worker transportation, enclosed recreational areas, toilets and refuse rooms / garbage bins, doorknobs, handrails.</li> </ul> </li> <li>The company must carry out a disinfection process at the factory / premises each time before a new shift or operation begins.</li> <li>The company must provide hand sanitizer at entrances, all common areas and other areas in the factory / premises.</li> </ul>
Social distancing and procedures for the safety and health of employees	<ul style="list-style-type: none"> <li>The use of a face mask in public areas by all employees is required.</li> <li>Ensure social / physical distancing best practice guidelines are provided such as a 1 meter mark on the floor, tables and chairs and implemented especially in:                             <ul style="list-style-type: none"> <li>areas such as the production floor, cafeteria / canteen, meeting rooms, <i>sarau</i>, multipurpose halls and other related spaces.</li> </ul> </li> </ul>

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Activity	Brief Description
Etiquette in common spaces on the premises.	<ul style="list-style-type: none"> <li>Surau facilities and places of worship on the premises need to be controlled with the practice of physical distancing of 1 meter and use of face masks.</li> <li>Meal breaks should be implemented in stages depending on the suitability set by the company</li> <li>The canteen / cafeteria is allowed to operate on the premises with physical distancing practice, for take-away only</li> </ul>
Employee transportation.	<ul style="list-style-type: none"> <li>According to company vehicle capacity with MANDATORY wearing of face masks and physical distancing.</li> <li>Employee transport vehicles provided by the company need to undergo a disinfection process after every use.</li> <li>Private vehicles are encouraged to be individually disinfected by employees according to appropriate procedures.</li> </ul>
Employee accommodation (if provided by employers)	<ul style="list-style-type: none"> <li>Compliance with procedures under the Workers Minimum Standards of Housing and Amenities Act (Amendment) 2019 (Act 446), including ensuring that workers housing fulfills the minimum standards of the Act as well as preventive measures to curb the spread of infectious diseases</li> <li>Physical distancing should be maintained in the sleeping area, designated smoking areas, toilets, bathrooms, places of worship, dining rooms and others.</li> <li>The disinfection process should be done every day according to timing set by the employer</li> <li>Placement of security guards with CCTV for isolation areas</li> </ul>

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Activity	Brief Description
Emergency response (Emergency Response Team - ERT)	<ul style="list-style-type: none"> <li>Companies need to establish a <b>COVID-19 Emergency Response Team (ERT)</b> for the preparation and implementation of emergency case management procedures (if there is an infection or investigation of COVID-19 infection). The ERT can be appointed from the company's Occupational Health and Safety Committee (JKKP) and is responsible for:               <ul style="list-style-type: none"> <li>✓ Ensuring compliance with SOPs issued by the NSC;</li> <li>✓ Coordinate COVID-19 prevention measures in the workplace; and</li> </ul> </li> <li>The company is fully responsible for health screening costs, if deemed necessary.</li> <li>The cost of eradication and disinfection on the premises must be borne by the company.</li> <li>This implementation must be done in accordance with the rules under Act 342 of the Ministry of Health</li> </ul>

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Activity	Brief Description
Worker Monitoring by the ERT	<ul style="list-style-type: none"> <li>Regulate hostels and centralized workers quarters, movement of workers from residences and workplace.</li> <li>Responsible for implementing awareness programs - Plantwide Employee Communication.</li> <li>It is recommended that companies provide a digital approach such as wearable devices / dongles that are equipped with a <i>real time contact tracing</i> system for employee monitoring. <b>*The digital system can use the MySejahtera system *or other suitable systems.</b> All data should be shared with MOH if necessary.</li> <li>Perform daily monitoring of employees (temperature and symptoms) according to SOP.</li> <li>Avoid the 3Cs ( confined, crowded and close ).</li> <li>Ensure the practice of the 3Ws ( wash hands, wear masks and warn others to adhere to SOP)</li> <li>Conduct daily audits of COVID-19 SOP compliance.</li> <li>Establish a <i>Whistle blower</i> system among employees to identify SOP non-compliance.</li> </ul>

Real Time contact tracing = A system or device that can record / collect information about employees, locations and places that they visit including individuals who they came into contact within a specified time period for tracking purposes, based on GPS tracking information including gender and nationality of the user

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## ACTIVITY AND PROTOCOL

Activity	Brief Description
<p>COVID-19 Positive Case Management</p>	<ul style="list-style-type: none"> <li>Employers <b>MUST</b> provide information of the positive employee and close contacts to the nearest District Health Office (PKD) in accordance with Section 11 (1) of Act 342. The positive employee must also inform PKD personally using the MySejahtera application.</li> <li>The employer must appoint an officer in the ERT Team to manage all quarantine related matters for the employee and identify the patient's close contacts. The officer must be appointed from the manager level and above and report daily on the monitoring status.</li> <li>All positive employees should wear a wristband from PKD or a private hospital / clinic recognized by the MOH.</li> <li>While waiting for action from the PKD, the employer <b>MUST</b> direct all employees who are found positive to carry out quarantine in a special placement (employee dormitory / employee placement center / hotel subject to discussion and confirmation with the PKD) under the responsibility of the employer and provide identification to the employee. The placement must be strictly controlled and no entry and exit are allowed from the special placement except with the permission of PKD. Employers have to bear all the costs and provide adequate food and other basic necessities.</li> <li>Every employee needs to inform their health status daily through the MySejahtera application.</li> <li>Positive workers in special placements with severe symptoms should be referred to the nearest Clinic / Government Hospital / Private Hospital (recognized by MOH).</li> <li>Positive employees who have been discharged can return to work after 10 days without undergoing a second screening test</li> </ul>

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## ACTIVITY AND PROTOCOL

Activity	Brief Description
<p>Management of Close Contact Cases of Local and Foreign Workers</p> <p>Definition A close contact is an individual who was in direct contact with a positive case in the last 14 days either;</p> <ul style="list-style-type: none"> <li>• Face to face with COVID-19 patients at a distance of less than one meter; or</li> <li>• Individuals living in the same home with the confirmed COVID-19 case; or</li> <li>• Physical contact with COVID-19 patients</li> </ul>	<ul style="list-style-type: none"> <li>• ERT Team Officers <b>MUST</b> identify close contacts of positive cases immediately and inform PKD. The use of smart systems ( real time contact tracing ) is recommended to speed up contact tracing process.</li> <li>• Employers <b>MUST</b> arrange for COVID-19 tests for close contacts of employees with symptoms at Hospitals / Private Clinics recognized by the MOH.</li> <li>• All close contacts must be outfitted with a wristband by PKD or a private clinic recognized by the MOH. Employers <b>MUST</b> direct the close contacts to undergo quarantine:             <ol style="list-style-type: none"> <li>in special placements (employee dormitories / employee placement centers / hotels subject to discussion and confirmation with the PKD) under the responsibility of the employer; or</li> <li>at the employee's residence</li> </ol> </li> <li>• The special placements need to be strictly controlled and no entry and exit is allowed from each room. Employers have to bear all the costs and provide adequate food and other basic necessities to each room.</li> <li>• Employers need to provide identification to the close contacts if the PKD or private clinics does not issue them wristbands</li> <li>• Employees who are self-quarantined at their residence are not allowed to leave their residence until approved by PKD. If PKD does not inform the employer after 10 days, close contacts of the local workers undergoing self-quarantine, can return to work after that without undergoing a second screening test.</li> <li>• Every employee needs to inform their health status daily through the MySejahtera application.</li> </ul>



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Activity	Brief Description
Briefing to security guards and staff on COVID-19 and prevention measures.	<ul style="list-style-type: none"> <li>Companies need to give appropriate briefings on an ongoing basis to employees regarding COVID-19 and prevention measures that need to be followed.</li> <li>The Liaison Officer responsible for employee accommodation matters as well as self-quarantine matters for employees who are confirmed positive and close contacts of the employee should also be briefed on self-quarantine procedures.</li> </ul>
Closure of premises	<ul style="list-style-type: none"> <li>If there is a positive case, the premise space exposed to the positive case will be closed by PKD for disinfection. The closure will be between 1 to 7 days based on PKD's assessment.</li> <li>Upon completion of disinfection, the employer must inform the PKD for inspection and reopening of the premises.</li> </ul>
Reopening of premises	<ul style="list-style-type: none"> <li>Premises can be allowed to operate again after close contact tracing is carried out, the premises are completely disinfected, isolation of positive employees and close contacts are done and a risk assessment by PKD if applicable. PKD must be informed of the opening of the premises.</li> </ul>

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Note: Companies may only make appropriate improvements to this protocol but any relaxation is prohibited.

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Activity	Brief Description
MySejahtera application	<ul style="list-style-type: none"> <li>• Employees, and customers need to download and register the MySejahtera application on their respective mobile phones</li> <li>• Premises owners are required to register and download the MySejahtera application for use by visitors, customers and employees entering the premises.</li> <li>• Require visitors, customers and employees go through the process of recording attendance manually by recording their names and phone numbers (for users who do not have smartphones) or using the MySejahtera application.</li> </ul>
Compliance and Enforcement	<ul style="list-style-type: none"> <li>• MITI / KKM / PDRM / KKM / JTK / PBT / JKKP / RELA or any officer authorized under Act 342 may make compliance and enforcement checks at any time.</li> <li>• Based on the authority given, MITI, PDRM and MOH can order the closure of the premises for 7 days immediately if there is a violation of the conditions of the operating permission (wearing face masks, employee numbers, physical distancing, personal protective equipment, body temperature screening and so on).</li> <li>• Employers should always make awareness announcements on health and personal hygiene to prevent COVID-19 infection.</li> <li>• Any person who violates any provision of the orders and commits an offense shall, on conviction, be liable to a fine not exceeding one thousand ringgit or to imprisonment for a term not exceeding six months or both.</li> </ul>

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