

**UNOFFICIAL ENGLISH TRANSLATION**

FAQ RELATED TO CONDITIONAL MOVEMENT CONTROL ORDER (CMCO)  
MINISTRY OF DOMESTIC TRADE AND CONSUMER AFFAIRS

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**RETAIL SECTOR**

**1. Are all premises / facilities in the mall allowed to operate during the CMCO enforcement period?**

No. Please refer to the list of activities prohibited during the CMCO issued by the National Security Council (NSC). This list will be updated from time to time.

**2. Is there need for businesses in the retail sector to obtain a letter of approval / operating permit during the CMCO enforcement period?**

No.

**3. What is the list of prohibited activities (negative list) for the Retail Sector?**

Prohibited activities for the Retail Sector are as follows:

- i. Carnival Sales;
- ii. Fittings in clothing stores and fashion accessories;
- iii. Folding clothes in self-service laundromats ; and
- iv. Hairdressers and beauty salons.

**4. Are premises/companies listed under the prohibited (negative list) allowed to appeal for operation during the CMCO enforcement?**

No appeal is allowed.

**5. Are business premises that are allowed to operate during the CMCO still subject to the laws or regulations of the Local Authority (PBT)?**

Yes. All business premises are subject to all rules under the local authority as per the Standard Operating Procedure Directives (SOP) for Re-Opening the Economy.

**6. Can customers refuse to provide their personal information such as name and phone number to the owner of the premises?**

Yes, but the owner of the premises has the right to deny the customer entry to the premise if they do not provide the information required.

**7. Can self-service laundry services be opened and resume operations?**

All laundry services including self-service laundromats can resume regular business operations, however, it will be subject to the prohibited activities under the SOP for Re-opening the Economy, which prohibits folding clothes in the self-service laundry premises.

**8. Are franchise businesses in the form of learning and development for children allowed to operate as this business is not in the category nursery / kindergarten?**

No. This form of business is deemed a prohibited activity and it is categorized under face to face activity/trainings.

**9. Are after sales services such as maintenance of water filter machines allowed during CMCO period?**

Allowed.

**10. Are salons and beauty centers allowed to be re-opened and resume operations?**

No. Salons and beauty centers as well as barber shops are listed as prohibited activities and are not allowed to operate.

**11. Are restaurant owners allowed to prohibit customers to dine-in at a restaurant?**

Yes, it's up to the owner of the premises to determine the best way to go manage their restaurant services via either dine-in, take away or delivery.

**12. Can restaurant owners offer buffet services?**

Buffet services in restaurants are not allowed as it will increase risk of exposure to droplets and food contamination.

**13. Are retailers able to hold cheap sales and warehouse sales during the CMCO period?**

All retailers are allowed to have cheap sales on their premises without involving the construction of additional on-premise booths. Warehouse sales allowed are too but must comply with the specified SOP. Carnival sales of any kind are prohibited.

**14. Can supermarkets operate 24 hours?**

No. Hours of operation are subject to the SOP for Re-opening the Economy and the Local Authority's current rules and regulations.



**15. Can the delivery of goods / services under e-Commerce be fulfilled in all areas?**

Delivery of e-Commerce goods / services is allowed at all locations except the locations where the Enhanced Movement Control Order (EMCO) is implemented.

**16. Can delivery and unloading of oil and gas by oil and gas suppliers be fulfilled at the petrol station after the stations authorized operation hours?**

It is possible, provided the station operators ensure health and safety precautions set are obeyed.

**17. Can the operation hours of petrol stations set by the Federal Government and State Governments be standardized to ensure duration station operations correspond to the duration of other business operations hours?**

The operating hours of petrol stations are subject to the Local Authorities.

**18. Are car wash services and fast food restaurants inside gas stations allowed to operate normally?**

It is possible, on condition operators take all related and necessary COVID-19 precautions such as social distancing and limiting the number of customers within the premise at any given time.

**19. Do workers in petrol stations require an authorized permission letter?**

No. However, an authorized letter may be issued by the employer to prove that the workers are employees of the petrol station.

**20. Are transactions through the pigeon hole at a convenience store still allowed?**

Transactions through the pigeon hole are still permitted, it is always advised to observe necessary COVID-19 precautionary measures as prescribed.

**Note: Updates or changes will be notified from time to time.**