



# PROFESSIONAL SERVICES SECTOR (MCO)

Updated on 13 January 2021

Unofficial Translation



## Encompasses

All professional services which form part of the economic chain.

|                           |        |                                |        |                            |  |
|---------------------------|--------|--------------------------------|--------|----------------------------|--|
| <b>Operational Hours:</b> | Normal | <b>Customer Service Hours:</b> | Normal | <b>Workforce Capacity:</b> | <b>Management: 30%</b><br><b>Operations and Support: Determined by the employer.</b> |
|---------------------------|--------|--------------------------------|--------|----------------------------|--|

## All activities are permitted except

- Please refer to the items in the List of Prohibited Activities.
- Operations in EMCO areas.

## ACTIVITY AND PROTOCOL

| ACTIVITY AND PROTOCOL   |  |
|---|--|
| 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 standards set by the Ministry of Health Malaysia.</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 premise.</li> <li>• An employee with a body temperature of above 37.5 Celsius and showing symptoms such as sore throat, coughing, running nose, difficulty breathing is not permitted to work or enter the premise.</li> </ul> |
| Health reports (on-premise and company-provided employee 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>   |

## Standing Orders

- Order 15 P.U. (A) 8/2021
- Subject to the orders in the NSC general SOP pertaining to MCO, CMCO and RMCO.
- Subject to the orders of relevant Local Authorities.



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| 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, <i>surau</i>, bus / worker transportation, enclosed recreational areas, toilets and refuse rooms / garbage bins, doorknobs, handrails.</li> </ul> </li> <li>• The company must carry out a cleaning and disinfection process of the 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 on the 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 in common areas 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 cafeteria / canteen, meeting rooms, <i>surau</i>, multipurpose halls and other related spaces.</li> </ul> </li> </ul>   |

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|--|--|
| Etiquette in common spaces on the premises | <ul style="list-style-type: none"> <li>• <i>Surau</i> facilities and places of worship on the premises need to be controlled with the practice of physical distancing of 1 meter at any given time.</li> <li>• The canteen / cafeteria is allowed to operate on the premises with physical distancing.</li> <li>• Meal breaks should be implemented in suitable stages as determined by the company.</li> </ul>  |
| Office transportation                      | <ul style="list-style-type: none"> <li>• Office vehicles need to undergo a cleaning and disinfection process after every use.</li> <li>• Private vehicles are encouraged to be individually disinfected by employees according to appropriate procedures.</li> </ul>   |
| MySejahtera App                            | <ul style="list-style-type: none"> <li>• Employees, and customers need to download and register the MySejahtera application on their respective mobile phones for close contact tracing.</li> <li>• Premise owners are required to register and download the MySejahtera QR for use by customers entering the premises</li> <li>• Ensure customers go through the process of recording attendance manually by writing down their name and telephone number or by using the MySejahtera application.</li> </ul> |

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|---|---|
| Emergency response  | <ul style="list-style-type: none"> <li>• Companies need to establish an Emergency Response Protocol Committee for the preparation and implementation of emergency case management procedures (if there is an infection or investigation of COVID-19 infection).</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> </ul> |
| Briefings for security guards and employees on COVID-19 and preventive measures | Every guard and employee must be given a briefing on COVID-19 and preventive measures.  |

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

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