

## UNOFFICIAL ENGLISH TRANSLATION



### **FREQUENTLY ASKED QUESTIONS (FAQs) Relating to the Movement Control Order (MCO) Retail Sector**

**UPDATED ON 17 March 2020**

#### **1. Are Distribution Centers (DC) allowed to operate as usual?**

Distribution Center (DC) operations involving the supply of goods (essential daily needs) and food including e-commerce warehouse and supporting warehousing services are allowed to continue operating.

#### **2. Are restaurants in the Ready to Eat (RTE) / bakery sector allowed to operate?**

Restaurants, RTE / bakeries can be opened but only for take away and drive-thru, or for delivery services by specific companies like Grab Food or Food Panda. Dining in is not permitted.

#### **3. What about food courts and tenants that operate inside a hypermarket?**

Food court operations can be open but only for take-away or delivery services by specific companies like Grab Food or Food Panda. Dining is not permitted. Only tenants in the clinical pharmaceutical industry are allowed to continue operating in the hypermarket.

#### **4. What about retail operations in a shopping mall such as anchor tenants?**

Retail operations (food and daily essentials only) at the shopping mall can be continued on a negotiated basis between the tenant and landlord.

#### **5. What about eateries / grocery / convenience stores which operate in a specialty store?**

Eateries / grocery / convenience stores in specialty stores are allowed to operate normally but only for take-away or delivery services by companies like Grab Food or Food Panda. Dining is not allowed.

**6. Are the headquarters of retail companies authorized to operate?**

Retail company headquarters are allowed to continue operating as usual. However, the management of the company should identify the essential sectors / divisions / units required to attend work at the office premises. The non-essential sectors / divisions / units are required to take steps to work from home.

**7. Will the Ministry issue a statement on limiting purchases per consumer?**

The Ministry encourages supermarkets to monitor the purchase of food items and daily necessities so as not to exceed reasonable purchases per consumer.

**8. What about operations for departmental stores with supermarkets, home furniture / fashion accessories / food courts?**

Only supermarkets that sell food items and everyday necessities allowed to operate in departmental stores.

**9. Can self-service laundry operations continue?**

Self-service laundry centers cannot operate during enforcement of the MCO to prevent crowds from gathering.

**10. Can security guard services continue in supermarkets?**

Security-related services may continue.

**11. Are e-commerce services considered essential services?**

Yes.

**12. Are online purchases, shipping and installation at the customer's house allowed?**

Yes.

**13. Are customer service call centers allowed to operate?**

Yes.

**14. Can renovation work on business premises continue?**

Ongoing renovation work is to be suspended. In the event of security issues, the companies need to get permission from the Ministry of Works (KKR) and the Construction Industry Development Authority Malaysia (CIDB) for renovation work to continue.

**15. Is the shipment / delivery of non-food items such as sanitary pads and diapers considered essential?**

Yes.

**16. If all shopping malls are closed, are shops in airports required to be closed as well?**

Only tenants operating within the clinical pharmaceutical industry, supermarkets, grocery stores and convenience stores selling essential goods and daily requirements are allowed to continue operating within the airport. Dining in is not allowed.

**17. Are third party service providers allowed to operate to assist with operations and supply chains as they are critical in business continuity?**

Services that will have a direct impact on safety and supplies are allowed. Users as well as third parties need to take into account health factors by wearing a face mask and using hand sanitizer.

**18. Are waste collection companies at supermarkets/convenience stores/ grocery stores allowed to operate?**

Yes.

**19. Can the storage quota of rice, sugar, oil, and flour exceed the license quota granted?**

The company must comply with any applicable license quota issued by any regulatory agency. However, this can be considered on a case-by-case basis.

**20. Are night markets and farmers' markets allowed to continue operations?**

No