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FREQUENTLY ASKED QUESTIONS (FAQ) RELATED TO MOVEMENT CONTROL ORDERS MINISTRY OF INTERNATIONAL TRADE AND INDUSTRY

PART 1: GENERAL QUESTIONS ABOUT ECONOMIC ACTIVITY OPERATIONS

1. Can my company operate during the MCO period?

Yes, if your company is categorised under the List of Essential Services (**Appendix 1**) and for the industrial and manufacturing sectors, the company has registered with MITI through the COVID-19 Intelligent Management System (CIMS) using the link <https://notification.miti.gov.my>.

2. Do I need to apply for permission to operate from MITI through the CIMS database system during the MCO period?

Industrial and manufacturing sector companies and its chains that have **registered** in the MITI database, CIMS, **do not need to re-register** to operate during the MCO period. Registration confirmation letter can be downloaded by the company from 12 January 2021 at 3.00 pm.

For manufacturing and manufacturing sector companies and chains in the essential services that **have not been registered** with CIMS can do so from 12 January 2021, at 3.00 pm. The registration confirmation letter can be downloaded by the company after registration.

3. Can my company operate for 24 hours?

Please refer to the General SOP of Movement Control Order (MCO) through the website www.mkn.gov.my.

Economic and industrial activities listed as essential economic sectors are by the NSC, namely industrial and manufacturing, construction, services, trade and distribution, as well as plantations and commodities **can operate according to specific SOPs set by the relevant Ministries / Agencies.**

SOPs for the industrial and manufacturing sectors under the purview of MITI, can be downloaded from the MITI website at www.miti.gov.my.

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4. Can I send goods to locations in MCO area using commercial vehicles?

Commercial vehicles carrying goods and services are allowed in and out using employee passes or employer permission letter.

5. Can I send commercial / business goods outside the district or state?

Yes, provided the employer confirmation letter OR employee pass is brought along.

6. Am I allowed to cross the district / state for work / business purposes?

Yes, it is allowed. Employees only need to bring an employee pass or employer permission letter.

7. Can all my employees come to work?

For the Management Group, only 30 percent (30%) of employees are allowed to be in the office while the attendance of employees for other categories is limited to those who need to be physically present at the workplace. **(Definition for Management Group can be referred to in Part 2, Question No. 2)**

Meanwhile, for work that does not require physical attendance, the Work From Home (WFH) directive will take effect.

8. What is the company's SOP throughout MCO?

Please go to the National Security Council website www.mkn.gov.my to refer to the latest SOP.

SOPs for the industrial and manufacturing sectors under the responsibility of MITI, can be downloaded from the MITI website at www.miti.gov.my.

9. What can I do if the company does not comply with the MCO SOP?

You can report the company non-compliance at the nearest police station.

10. Can the company apply for confirmation of Certificate of Origin (COO) during the MCO enforcement period?

Yes, COO endorsement can be done at the Level 2 Counter, MITI as usual.

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11. Is the application for entry and exit from Malaysia through the One Stop Center Committee (OSC) continuing as usual?

Yes. Applications for entry and exit from Malaysia through the OSC Committee are still continuing during this MCO period.

PART 2: WORKING INSTRUCTIONS FROM HOME (WFH)

1. What is meant by WFH practice?

The practice of WFH refers to the implementation of office duties in their respective homes according to the procedures / guidelines set by the employer according to the needs of their respective companies.

2. Is WFH practice mandatory for all industrial workers?

Employers are **required** to implement WFH practices for management team staff which include tasks involving accounting, finance, administration, law, planning, ICT and related.

In line with the objective of curbing the spread of the COVID-19 pandemic, only 30 percent (30%) of employees in the Management Group are allowed to be in office. Meanwhile, the number of support group employees and employees directly involved in the production line will be determined by their respective employers taking into account the strict compliance of the prescribed SOP.

For example, if there are 10 or fewer people in the management and supervision group, only three (3) people are allowed to come to the office at a time.

For employees of other sectors not listed in the List of Essential Services, the WFH directive will take effect.

3. What action should the employer take if the employee does not want to come to work and wants a WFH?

Employers can take action at the discretion and procedure of the company based on Government policies and related Acts. For any further inquiries on this matter, please refer to the Department of Labour.

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4. **Do employees who are required to go to the office need to undergo a COVID-19 screening test?**

Please refer to the General SOP of Movement Control Order (MCO) through the website www.mkn.gov.my.

5. **My company is already registered under the COVID-19 Intelligent Management System (CIMS), do I need to register again?**

No need. Registration at CIMS only needs to be done once but the company needs to download the **latest** registration confirmation letter which can be accessed through the CIMS system using the same login and password.

6. **My company is registered under the COVID-19 Intelligent Management System (CIMS) and has been given a letter of permission to operate in 2020. Do I need to register again?**

The previously issued operating permit letter is **void**.

However, the company does not need to register again, but only needs to download the latest registration confirmation letter which can be accessed through the CIMS system using the same login and password.

7. **Can my company operate for 24 hours?**

Please refer to the General SOP of Movement Control Order (MCO) through the website www.mkn.gov.my.

8. **What is the List of Essential Services allowed to operate during the MCO period?**

The Company may refer to the List of Essential Services in **Appendix 1**.

9. **Do I need to update the list of employees previously declared in CIMS?**

No need.

10. **What are the documents that need to be brought by the employee as confirmation of permission to work from the employer to the authorities?**

Company employees are required to bring along a copy of registration confirmation letter and employee pass / employer confirmation letter for the purpose of movement between residence and workplace.

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11. What is the maximum passenger limit allowed for private vehicles?

- i. To get basic necessities, the passenger limit is limited to two (2) people only, namely a driver and a passenger; and
- ii. For treatment at a hospital or clinic, the maximum passenger limit is three (3) people, namely one driver and two (2) passengers.

12. What is the company's SOP throughout MCO?

Please refer to the National Security Council website www.mkn.gov.my to read the list of MCO SOPs set by the Government for the sectors allowed to operate.

SOPs for the industrial and manufacturing sectors under the purview of MITI, can be downloaded from the MITI website at www.miti.gov.my.

13. What can I do if the company does not comply with the MCO SOP?

You can report the non-compliant company to the nearest police station.

PART 3: REGISTRATION IN COVID-19 INTELLIGENT MANAGEMENT SYSTEM (CIMS)

1. How can I register at CIMS?

You can go to the link <https://notification.miti.gov.my> to register and follow the instructions from page to page. Do not put 'www' in this registration URL.

2. I am having technical problems in accessing CIMS. What should I do?

If you are unable to update your information at CIMS, please email the CIMS technical team at cims@marij.my.

MINISTRY OF INTERNATIONAL TRADE AND INDUSTRY (MITI)

12 JANUARY 2021

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APPENDIX I

LIST OF ESSENTIAL SERVICES

A. Manufacturing and its related services

1. Aerospace including MRO;
2. Automotive manufacturing and after-sales services;
3. Food, beverage and its related supply chain;
4. Packaging and printing;
5. Household products, personal care products (FMCG – soap, personal cleaning product and others) and detergent including its supply chain;
6. Healthcare and medical care including dietary supplement;
7. Personal Protective Equipment (PPE) and fire safety equipment;
8. Medical equipment components;
9. Electrical and electronics;
10. Oil and Gas;
11. Petrochemical dan petrochemical products;
12. Chemical products;
13. Machinery and equipment;
14. Ceramic (ceramic as mould for manufacturing of gloves);
15. Iron and steel;
16. Textiles (which involves manufacturing of PPE);
17. Furniture sector; and
18. Manufacturing, distillation, storage, supply and distribution of fuel and lubricants.

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B. Construction

19. Construction:

- i. Critical maintenance and repair works;
- ii. Major public infrastructure works; and
- iii. Construction work of buildings that provide complete accommodation for workers on construction sites or workers housed in Central Workers Quarters (CLQ).

C. Services

20. Financial services and its supply chain:

- i. Financial Institutions (Banking, Insurance, Takaful and other entities licensed, approved or registered by the Central Bank of Malaysia- Bank Negara Malaysia); and
- ii. Capital market entities which are licensed, registered or regulated by the Securities Commission Malaysia (Suruhanjaya Sekuriti Malaysia).

21. Municipal and local government services:

- i. Pawn shop/ community credit (Licensed money lender company);
- ii. Solid waste management/ sewerage management;
- iii. General cleaning; and
- iv. Premises cleaning and sanitisation.

22. Telecommunications and digital infrastructure including ICT services and Global Business Services (GBS);

23. E-commerce and its supply chain including e-marketplace services, digital payment and one-stop e-commerce internet centre;

24. Hotel and accommodation;

25. Agriculture, fisheries and livestock including veterinary services;

- i. Farm management/ swiftlet nest/ horses/ animal processing plant/ slaughterhouse/ livestock/ animal feed factory/ suppliers such as vaccine / livestock management/ animal shop (livestock transfer operations are to be carried out at night);

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- ii. Disease control and regulation of livestock production, livestock inputs and products related to the livestock industry (including export and import); and
 - iii. Health management, disease diagnostic and animal treatment.
26. Utilities (water and energy);
27. Professional services (including accountant/ lawyer/ auditor/ engineer/ architect); scientific (including R&D) and technical (including maintenance);
28. Security Services;
29. Security and Defence;
30. Transportation via land, sea and air; and
31. Port, shipyard and airport operations and services, including loading, unloading and transfer of cargoes, pilotage, storage and commodity exchange.
- D. Trade Distribution**
32. Warehousing and logistics;
33. Services/ Sales/ Food and Beverages Delivery; and
34. Retail/ Distribution/ Wholesale.
- E. Plantation and Commodities**
35. Agriculture, fisheries and livestock and its supply chain;
36. Plantation and commodities and its supply chain.
- F. Others**
37. Any other service, work, industry and business as determined by the Minister of Health upon consultation with authorities regulating the related service, work, industry and business.

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