



**Unofficial Translation
FAQ
Regarding Movement Control Order
Malaysian International Trade & Industry [MITI]
Dated 12th January 2021**

FREQUENTLY ASKED QUESTIONS (FAQ)

PART 1: GENERAL QUESTIONS ABOUT ECONOMIC ACTIVITY OPERATIONS

1. Can my company operate during the MCO period?

- Yes, if your company is categorized under the List of Essential Services (Appendix 1) and for the factory and manufacturing sectors, if 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?

- Companies under factory and manufacturing sectors and their chains that have been registered with 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 factory 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 24 hours?

- Please refer to the General SOP of Movement Control Order (MCO) via the website www.mkn.gov.my
- Economic and industrial activities listed as essential economic sectors by the NSC, namely factory 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 factory and manufacturing sectors under the responsibility of MITI, can be downloaded from the MITI website at www.miti.gov.my

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

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

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 (BDR) 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 factory 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 non-compliant companies 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.

11. Is the application to go in and out of Malaysia through Committee One Stop Center (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 FROM HOME INSTRUCTIONS (WFH)

1. What is meant by WFH practice?

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

2. Is WFH practice mandatory for all industrial workers?

- Employers are required to implement WFH practices for management team staff which includes tasks involving accounting, finance, administration, legislation, planning, ICT and other related duties.
- In line with the objective to curb the spread of the COVID-19 pandemic, only 30 percent (30%) of employees in the Management Group are allowed to be in the office. Meanwhile, the number of support group employees and employees involved directly in the production line will be determined by the respective employer taking into account the strict compliance of the prescribed SOP.
- For example, if there are 10 or less people in the management group and supervision, only three (3) people are allowed to come to the office at a time.
- For employees of other sectors not listed in the Essential Services List, WFH directives will take effect.

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

- Employers can take action at the company's discretion and procedures based on Government policy and related Acts. For any further inquiries on this matter, please refer to the Department of Manpower.

4. Are employees who need to go to the office required 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?

- Not required. Registration at CIMS only needs to be done once but the company needs to download the latest registration confirmation letter that can be accessed through the system CIMS using the same login and password.

6. My company is already registered under the COVID-19 Intelligent Management System (CIMS) and has been granted a permit to operate in 2020. Is it necessary for me to sign up 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 that can be accessed through the system CIMS using the same login and password.

7. Can my company operate 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 that have been declared before this in CIMS?

- No need.

10. What are the documents that the employee needs to bring as proof of permission on duty from employer to the authorities?

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

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

- To get basic necessities the passenger limit is limited to two (2) persons only, which is a driver and a passenger;
- For treatment at a hospital or clinic, maximum limit of passengers is three (3) people, which is a 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 factory and manufacturing sectors under the responsibility 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 at 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.

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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

LIST OF ESSENTIAL SERVICES

A. Manufacturing and Manufacturing

1. Aerospace including MRO;
2. Manufacturing and After Sales Automotive Services;
3. Food, beverages and their chains;
4. Packaging and printing;
5. Household products, personal care items (FMCG - soap, personal cleansers etc.) and detergents including its chain;
6. Health and medical care including dietary supplements;
7. Personal protective equipment (PPE) and fire safety equipment;
8. Components for medical devices;
9. Electrical and electronic;
10. Oil and Gas (Oil and Gas);
11. Petrochemicals and petrochemical products;
12. Chemical products;
13. Machines and equipment;
14. Ceramics (ceramics as mold for making gloves);
15. Iron and steel;
16. Textiles (involving the production of PPE);
17. Furniture sector; and
18. Production, distillation, storage, supply and distribution of fuels and lubricants.

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B. Construction

19. Construction:

- i. Critical maintenance and repair work;
- ii. Major public infrastructure construction works; and
- iii. Construction work on buildings that provide accommodation for workers complete at the construction site or workers housed in the Centralized Labour Quarters (CLQ).

C. Services

20. Financial Services and its chain:

- i. Financial Institutions (Banking, Insurance, Takaful and other entities that licensed, approved or registered by Bank Negara Malaysia); and
- ii. Capital market entities licensed, registered or regulated by Securities Commission Malaysia.

21. Municipal and local government services:

- i. Mortgage / community credit (licensed moneylender company);
- iii. Solid waste / sewerage management;
- iv. Public cleaning; and Premises cleaning and sanitation.

22. Telecommunication and digital infrastructure including ICT services and global business services (GBS);

23. E-Commerce and its chains include e-marketplace services, payments digital and local e-commerce internet centers;

24. Hotels and accommodations;

25. Agriculture, fisheries and livestock sector including veterinary services:

- i. Farm management / swiftlet nest / horse / animal processing plant /
- ii. slaughterhouse / livestock / animal feed factory / supplier such as vaccines / livestock management / pet stores (transfer operations livestock is at night);
- iii. Disease control and regulated livestock production, livestock input and products related to the livestock industry (including exports and imports); and
- iv. Health management, disease diagnosis and animal treatment.

26. Utilities (water and energy);
27. Professional services (including accountants / lawyers / auditors / engineers / architects), scientific (including R&D) and technical (including maintenance);
28. Security Services;
29. Security and Defense;
30. Transport by land, water and air;
31. Services and enterprises of ports, ports and airports, including cargo loading and unloading, shipping, storage or commodity production.

D. Distribution Trade

32. Warehousing and Logistics;
33. Food / Beverage Service / Sale / Delivery; and
34. Retail / Distribution / Wholesale.

E. Plantation and Commodities

35. Agriculture, fisheries and livestock and its chains; and
36. Plantations and commodities and their chains.

F. Other - Other

37. Any services, occupations, industries and businesses as determined by the Minister of Health after consultation with the authorities who regulate those services, jobs, industries and businesses.

MINISTRY OF INTERNATIONAL TRADE AND INDUSTRY (MITI)

JANUARY 12, 2021

DISCLAIMER: The original document is written in Malay language. EUROCHAM Malaysia has translated this from the original Malay version at our best understanding and knowledge. Should there be any inconsistency or difference between the English translation and the original Malay version, kindly note that the original Malay document is the final governing and prevailing version.

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