

Unofficial Translation

MALAYSIAN MINISTRY OF TRANSPORT

FREQUENTLY ASKED QUESTIONS (FAQ) REGARDING LOGISTIC OPERATIONS AND PARCEL HAILING (P-HAILING) DURING THE PERIOD OF MOVEMENT CONTROL ORDER (MCO) / CONDITIONAL (CMCO) / RECOVERY (RMCO)

LOGISTICS

1. Are logistics activities allowed during the period of Movement Control Order (MCO) / Conditional (CMCO) / Recovery (RMCO)?

The transport and logistics sectors have been allowed to operate as Essential Services as referred to Schedule of Regulation 3, Infectious Disease Prevention Regulations (Steps in Local Areas Infection) (Movement Control) 2021 (P.U (A) 8) dated 12 January 2021. Approval to continue operating is subject to delivery of essential services that have been listed and is enforced.

Allowable logistics activities include the following:

- i. Freight forwarder services and customs agents
- ii. Truck haulier operation
- iii. Freight train
- iv. Shipping line operations and Non Vessel Operating Common Carrier (NVOCC)
- v. Air freight operation
- vi. Storage activities (warehousing, off dock and etc.)
- vii. Inland Container Depot operation
- viii. Operation of ancillary services to transport through land, water or air (towing, workshop, tire supply etc)

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2. Do logistics and transportation companies still need to apply for operating approval letter from MITI to operate?

No. Logistics and transportation companies do not have to make re-registration to operate during the MCO period.

Owners of commercial vehicles are not required to obtain a letter of approval from the MOT and it is sufficient only by obtaining a letter of confirmation from their respective employers.

For your information, there are no restrictions on commercial vehicles that are operating during this period of MCO. For this purpose, a special route will be provided at each Roadblock (SJR) and drivers of commercial vehicles only need to submit an employer confirmation letter to operate if requested by the authority.

For other logistics sector companies (e.g., freight forwarders, warehouse operators) registered with respective associations, letter of authorization from MOT can be obtained from the respective associations. Letter of Permission from MOT and proof of the association membership must be presented if requested by the authorities. As for companies that have not registered with any association, a letter of approval from the MOT can be applied at <https://application.mot.gov.my/>.

3. Can the logistic company deliver the goods to the location that does not have the permission to operate?

Before delivering, the company needs to ensure the cargo owners are allowed to operate (have a letter of operating approval from relevant agencies, for example MITI) to receive the cargo to be sent.

In situations which supplier factories are not allowed to operate but raw materials from the supplier factories can be found at warehouses, transport companies are allowed to carry the mentioned materials to the manufacturing plant to be manufactured.

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4. Will the MOT issue the notification with the type of cargo allowed to truck and logistics operators throughout this period of Movement Control Order?

All kinds of goods that are transported during this period of MCO / CMCO / RMCO. Hence no notification will be issued.

5. What is the operating status of e-fulfillment hubs / warehousing operations during this period of Movement Control Order?

The government has no restrictions for the operation of e-fulfillment hubs / warehousing operations. This is because, e-fulfillment hubs / warehousing operations are not subject to the Order Restrictions on Movement as outlined in the Government Gazette Federation of Prevention and Control Regulations Infectious Diseases (Measures in Local Areas of Infection) 2021 (PU (A) 8, 9 or 10). The industry is asked to follow the recommendations of the Ministry of Health Malaysia to curb the transmission of COVID-19.

Distribution center (DC) operations involving the supply of essential daily needs products and food including ecommerce warehouse and supporting warehouse services are allowed to continue operating, subject to the regulations and MCO / CMCO / RMCO SOP in force.

6. What are the requirements that the logistics provider company must comply with to operate during this Movement Control Order period?

Before delivering, the company needs to ensure warehouse / factory / cargo company owners are allowed to operate to receive the cargo that is to be transported. The company also needs to adhere to work procedures in the office and field following the SOP issued by NSC. Social distancing should be the norm in daily business including in the delivery of goods. Unloading matters which is now also being assisted by transportation workers (driver & conductor), especially in grocery stores, shopping centers and convenience stores, should be fully being carried out by cargo owners with minimal labor.

7. Are the operations of forwarding agents and shipping agent in ports running during this period?

Port operations will run as usual. All activities of unloading and movement of goods for cargo ships are allowed to run as usual and is not restricted to essential items. Thus, the operation of forwarding agent and shipping agent will also be running as usual in Malaysian ports. Subject to compliance with operating instructions as well as current instructions by NSC.

8. Is the movement of cargo across the border via the roads at Malaysia's main entrances (imports, exports and trans-shipment) allowed during this period?

All air and ship crews as well as truck workers driving heavy vehicles for the purpose of carrying commercial goods are allowed to go in and out of the land-bordering countries such as Singapore, Thailand, Indonesia and Brunei, subject to instructions by the National Security Council (NSC), Immigration Department Malaysia (JIM) and PDRM. All air and ship crews and truck workers are required to undergo health screening and comply with relevant borders control rules as agreed between the Government of Malaysia and the respective countries.

The company is asked to ensure that the employees involved have a valid passport and sufficient sheets in the passport book for immigration matters. If the passport expires, the company can contact the State Immigration Director involved to apply for renewal of validity period / issuance of new passport book during the MCO period. However, these instructions are subject to current instructions by NSC.

9. Is there a ban on the movement of goods vehicles on the road?

There is no ban on the movement of goods vehicles on the road. However, if possible, cargo owners are encouraged to use cargo mode via rail as much as possible to reduce the risk of COVID-19 contact among the truck workers. Among the promoted segments are transfer between terminals that have rail services existing between WestPort and Northport in Port Klang, and Tanjung Pelepas Port and Pasir Gudang Port at Johor Bharu

Parcel-Hailing (p-Hailing)

10. Is the delivery service of goods still allowed during this Movement Control Order?

Delivery service is still allowed for operation based on Schedule Rule 3, Infectious Disease Prevention Regulations (Steps In Local Areas of Infection) (Movement Control) 2021 (P.U (A) 8) dated 12 January 2021. Riders are required to have a valid full driver's license (CDL) and not less than 18 years old. Riders are also free from the JPJ / PDRM blacklist. All entities or individuals are advised to have insurance coverage for riders; All riders must comply with all road rules such as wearing helmets and so on. The box to be carried to fill the goods shall comply with the size that has been set under JPS's construction method and use.

For safety reasons, it is not allowed to use the inter-zone (localization) highway, it is mandatory to use the motorcycle route where gazetted, and the use of clear / safe shirt marks.

11. Can I use a private vehicle to make delivery of goods during this MCO period?

As stated in the Public Land Transport Act 2010 (Act 715) and CVLB Act 1987 (Act 334), all goods vehicle service must have a operator license and vehicles used are registered as goods vehicles before being allowed to operate. By which thus, private vehicles are not allowed to be used as a freight vehicle either for own business or for a third party (for rent / wages) if not licensed or pre-registered.

12. Are vehicles carrying goods allowed for operation at all times during this Movement Control Order?

Although e-commerce operations are allowed to operate 24 hours, however delivery time is between 6.00 am to 12.00 am only, subject to the current instructions from NSC. Hours of operation and the type of goods that can be carried are subject to the zone determined by the National Security Council and subject to current regulations that have been set by the National Security Council.

13. Has MOT set any relevant terms for health screening before goods delivery company / individual are allowed to operate during this MCO?

Prior to operation, companies / individuals involved in the p-hailing industry must practice social distancing, health and contactless transaction as long as possible. All riders are advised to wear face mask and use hand sanitizer and wash hands regularly.

Riders are asked to carry out the sanitation process of disinfection of daily delivery box according to the guidelines set by the Ministry of Health Malaysia. All riders must undergo health screening as well as adhering to the COVID-19 prevention procedure that has been set by the MOH issued from time to time.



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If there are employees infected with COVID-19, the company need to help and give full cooperation to the Ministry of Health Malaysia in implementing contact tracing of infected employees COVID-19 and management of contact.

All p-hailing riders are required to download and register on the mySejahtera application and need to show proof of registration to the authorities.

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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