

Includes

- Shopping complex
- Supermarket / big supermarket
- Departmental store
- Pharmacy / Self care
- Convenience store / mini mart
- Clothing, fashion and accessories stores
- Shoe stores
- Sports equipment stores
- Outdoor shops

Allowed activities except

- Please refer to the item listed in the list of prohibited activities
- Clothes fitting dan tailoring services
- Use of fitting room
- Operations in EMCO areas

Fixed Instructions

- Regulation 15 P.U. (A) 21/2021
- Subject to the rules in NSC general SOP regarding MCO, CMCO and RMCO.
- Subject to local authority regulations in force.

Operation Hours:	6.00 a.m. – 10.00 p.m. Subject to the respective Local Authorities	Customer Arrival Hours:	6.00 a.m. – 10.00 p.m. Subject to the respective Local Authorities	Staff Capacity:	Management / Office: 30%. Operations and Support: Determined by the employer. (Support staff)
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ACTIVITIES AND PROTOCOLS

Action	Brief Description
Cleanliness of the premises	<ul style="list-style-type: none"> • The disinfection and cleaning process is carried out after operation; and • The disinfection and cleaning process is carried out 3 times a day during the operation period, especially in public areas such as suraus, toilets, stores, offices and counters.
Customer management	<ul style="list-style-type: none"> • Controlling the entry and exit of customers to/from the complex / business premises; • Minimize the entry of customers into the premises at one time subject to the premise area; • Provide disposable gloves for customers to use to choose clothes; and • Implement the Public Awareness Program.
Health screening and MySejahtera application	<ul style="list-style-type: none"> • The use of MySejahtera application for attendance records is mandatory in the area that has access to extensive internet. Exceptions are given for areas that do not have internet access especially in rural and outskirts areas. • To screen for body temperature. • Customers who have a red Risk Assessment in MySejahtera and individuals with temperature exceeding 37.5°C are not allowed to enter the premises. The screening of body temperature can be done only once at the entrance of the complex / building for the same purpose. • Stand alone premises outside complex / shared buildings need to take body temperature.
Use of hand sanitizer	<ul style="list-style-type: none"> • Hand sanitizer is provided at the entrance and ensured of its use before entering.
Use of face mask	<ul style="list-style-type: none"> • Mandatory use of face masks by employees and customers when dealing.
Monitoring and compliance	<ul style="list-style-type: none"> • Coordinate and monitor that all rules are complied by employees and customers. • Increase awareness of the cleanliness of the premises and employees.
Social distancing	<ul style="list-style-type: none"> • Ensure 1 meter of social distancing at all times
Touchless transactions	<ul style="list-style-type: none"> • It is encouraged to make payments electronically



TRADE DISTRIBUTION SOP (MCO)

Updated as of 15 February 2021

Includes

- Restaurants

Allowed activities except

- Please refer to the item listed in the list of prohibited activities
- Operations in EMCO areas

Fixed Instructions

- Regulation 15 P.U. (A) 21/2021
- Subject to the rules in NSC general SOP regarding MCO, CMCO and RMCO.
- Subject to local authority regulations in force.

Operation Hours:	6.00 a.m. – 10.00 p.m. Subject to the respective Local Authorities	Customer Arrival Hours:	6.00 a.m. – 10.00 p.m. Subject to the respective Local Authorities	Staff Capacity:	Management / Office: 30%. Operations and Support: Determined by the employer. (Support staff)
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ACTIVITIES AND PROTOCOLS

Action	Brief Description
Cleanliness of the premises	The disinfection and cleaning process is carried out 3 times a day during the operation.
Use of hand sanitizer	Hand sanitizer is provided at the entrance and ensured of its use before entering.
MySejahtera Application	Compulsory for all employees, suppliers and customers to record attendance through MySejahtera application in areas that has access to extensive internet. Exceptions are given for areas that do not have internet access especially in rural and outskirt areas.
Social Distancing	Assign task to at least one employee for a premise that allows dine-in to: <ul style="list-style-type: none"> • i. Control the entry and exit of customers to/from the complex / business premises • ii. Ensure employee and customer attendance is recorded; • iii. Physical distance of at least 1 meter while on premises; and • iv. Limit the number of customers on the premises at one time.
Wear face mask	<ul style="list-style-type: none"> • Mandatory for employees and customers to wear face masks while on the premises.
Health screening	<ul style="list-style-type: none"> • Customers with a red Risk Assessment in MySejahtera and individuals with a temperature above 37.5°C are not allowed to enter the premises; • Body temperature is measured for only once at the entrance of the complex / shared building; and • Stand alone business premises outside the complex / shared building need to take body temperature.
Dine-in	<ul style="list-style-type: none"> • Only 2 people are allowed; and • Limit the time and practice distancing of 2 meters at the dining table.
Booking online	<ul style="list-style-type: none"> • It is encouraged to book online for take away / dine-in.
Touchless transactions	<ul style="list-style-type: none"> • It is encouraged to make payments electronically



TRADE DISTRIBUTION SOP (MCO)

Updated as of 15 February 2021

Includes

- Furniture stores
- Gold shops
- Electrical and electronics stores
- Bookstores & stationery
- Hardware shops
- Food and animal care stores
- Prayer and funeral equipment stores
- Used goods stores
- Flower shops/ nursery
- Handicraft and souvenir shops
- Antique shop
- Toy stores
- Carpet shops
- Creative content stores/ creative industrial equipment
- Household items and kitchen utensils
- Tobacco shops

Allowed activities except

- Please refer to the item listed in the list of prohibited activities
- Clothes fitting dan tailoring services
- Use of fitting room
- Operations in EMCO areas

Fixed Instructions

- Regulation 15 P.U. (A) 21/2021
- Subject to the rules in NSC general SOP regarding MCO, CMCO and RMCO.
- Subject to local authority regulations in force.

Operation Hours:	6.00 a.m. – 10.00 p.m. Subject to the respective Local Authorities	Customer Arrival Hours:	6.00 a.m. – 10.00 p.m. Subject to the respective Local Authorities	Staff Capacity:	Management / Office: 30%. Operations and Support: Determined by the employer. (Support staff)
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ACTIVITIES AND PROTOCOLS

Action	Brief Description
Cleanliness of the premises	<ul style="list-style-type: none"> • The disinfection and cleaning process is carried out after operation; and • The disinfection and cleaning process is carried out 3 times a day during the operation period, especially in public areas such as suraus, toilets, stores, offices and counters.
Customer management	<ul style="list-style-type: none"> • Controlling the entry and exit of customers to/from the complex / business premises; • Minimize the entry of customers into the premises at one time subject to the premise area; • Provide disposable gloves for customers to use to choose clothes; and • Implement the Public Awareness Program.
Health screening and MySejahtera application	<ul style="list-style-type: none"> • Ensure all employees, suppliers and customers went through the attendance record process manually or using MySejahtera application and scan body temperature. • The use of MySejahtera application for attendance records is mandatory in the area that has access to extensive internet. Exceptions are given for areas that do not have internet access especially in rural and outskirts areas. • To screen for body temperature. • Customers who have a red Risk Assessment in MySejahtera and individuals with temperature exceeding 37.5°C are not allowed to enter the premises. The screening of body temperature can be done only once at the entrance of the complex / building for the same purpose. • Stand alone premises outside complex / shared buildings need to take body temperature.
Use of hand sanitizer	<ul style="list-style-type: none"> • Hand sanitizer is provided at the entrance and ensured of its use before entering.
Use of face mask	<ul style="list-style-type: none"> • Mandatory use of face masks by employees and customers when dealing.
Monitoring and compliance	<ul style="list-style-type: none"> • Coordinate and monitor that all rules are complied by employees and customers. • Increase awareness of the cleanliness of the premises and employees.
Social distancing	<ul style="list-style-type: none"> • Ensure 1 meter of social distancing at all times
Touchless transactions	<ul style="list-style-type: none"> • Encourage to make payments electronically

UNOFFICIAL TRANSLATED VERSION BY EUROCHAM MALAYSIA



TRADE DISTRIBUTION SOP (MCO)

Updated as of 15 February 2021

Includes

- Full-service and self-service launderettes

Allowed activities except

- Please refer to the item listed in the list of prohibited activities
- Operations in EMCO areas

Fixed Instructions

- Regulation 15 P.U. (A) 21/2021
- Subject to the rules in NSC general SOP regarding MCO, CMCO and RMCO.
- Subject to local authority regulations in force.

Operation Hours:	6.00 a.m. – 10.00 p.m. Subject to the respective Local Authorities	Customer Arrival Hours:	6.00 a.m. – 10.00 p.m. Subject to the respective Local Authorities	Staff Capacity:	Management / Office: 30%. Operations and Support: Determined by the employer. (Support staff)
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ACTIVITIES AND PROTOCOLS

Actions	Brief Descriptions
Cleanliness of the premises	The disinfection and cleaning process is carried out 3 times a day during the operation.
Use of hand sanitizer	Hand sanitizer is provided at the entrance and be sure to use it before entering the premise.
MySejahtera application	Compulsory for all employees, suppliers and customers to record attendance through MySejahtera application in areas that has access to extensive internet. Exceptions are given for areas that do not have internet access especially in rural and outskirts areas.
Social Distancing	Assign task to at least one employee to: <ol style="list-style-type: none"> i. Control the entry and exit of customers to/from the complex / business premises ii. Ensure employee and customer attendance is recorded; iii. Physical distance of at least 1 meter while on premises; and iv. Limit the number of customers on the premises at one time.
Wear face mask	Mandatory employees and customers to wear face masks while on the premises.
Health screening	<ul style="list-style-type: none"> • Customers with a red Risk Assessment in MySejahtera and individuals with a temperature above 37.5°C are not allowed to enter the premises; • Body temperature is measured for only once at the entrance of the complex / shared building; and • Stand alone business premises outside the complex / shared building need to take body temperature.
Touchless transactions	It is encouraged to make payments electronically.



TRADE DISTRIBUTION SOP (MCO)

Updated as of 15 February 2021

Includes

- Optical and optical equipment store
- Cosmetics, Skin Care and Perfumes

Allowed activities except

- Please refer to the items listed in the prohibited activity list
- Face-to-face negotiations
- Use of cosmetic testers
- Operation in EMCO area.

Fixed Instructions

- Regulation 15 P.U. (A) 21/2021
- Subject to the rules in NSC general SOP regarding MCO, CMCO and RMCO.
- Subject to local authority regulations in force.

Operation Hours:	6.00 a.m. – 10.00 p.m. Subject to the respective Local Authorities	Customer Arrival Hours:	6.00 a.m. – 10.00 p.m. Subject to the respective Local Authorities	Staff Capacity:	Management / Office: 30%. Operations and Support: Determined by the employer. (Support staff)
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ACTIVITIES AND PROTOCOLS

Actions	Brief Descriptions
Premise responsibility	<ul style="list-style-type: none"> • The disinfection and cleaning process is carried out 3 times a day during the operation; and • Implement the Public Awareness Program.
Use of hand sanitizer	Hand sanitizer is provided at the entrance and be sure to use it before entering the premise.
<i>Social distancing and MySejahtera</i>	Assign task to at least one employee to: <ol style="list-style-type: none"> Control the entry and exit of customers to/from the complex / business premises Compulsory for all employees, suppliers and customers to record attendance through MySejahtera application in areas that has access to extensive internet. Exceptions are given for areas that do not have internet access especially in rural and outskirts areas. Physical distance of at least 1 meter while on premises; and Limit the number of customers on the premises at one time.
Wear face mask	Require employees and customers to wear face masks while on the premises.
Health screening	<ul style="list-style-type: none"> • Customers with a red Risk Assessment in MySejahtera and individuals with a temperature above 37.5°C are not allowed to enter the premises; • Body temperature is measured for only once at the entrance of the complex / shared building; and • Stand alone business premises outside the complex / shared building need to take body temperature.
Related services	<ul style="list-style-type: none"> • Only trading and repair activities are allowed. • Face-to-face consultation and the use of cosmetic testers is not allowed.
Touchless transactions	It is encouraged to make payments electronically.



TRADE DISTRIBUTION SOP (MCO)

Updated as of 15 February 2021

Includes

- Photography shop / photography services

Allowed activities except

- Please refer to the item listed in the list of prohibited activities
- Operations in EMCO areas
- Use of filming studio (except services for passport photo, visas and licenses)

Fixed Instructions

- Regulation 15 P.U. (A) 21/2021
- Subject to the rules in NSC general SOP regarding MCO, CMCO and RMCO.
- Subject to local authority regulations in force.

Operation Hours:	6.00 a.m. – 10.00 p.m. Subject to the respective Local Authorities	Customer Arrival Hours:	6.00 a.m. – 10.00 p.m. Subject to the respective Local Authorities	Staff Capacity:	Management / Office: 30%. Operations and Support: Determined by the employer. (Support staff)
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ACTIVITIES AND PROTOCOLS

Action	Brief Description
Cleanliness of the premises	<ul style="list-style-type: none"> • The disinfection and cleaning process is carried out after operation; and • The disinfection and cleaning process is carried out 3 times a day during the operation period, especially in public areas such as sauras, toilets, stores, offices and counters.
Customer management	<ul style="list-style-type: none"> • Controlling the entry and exit of customers to/from the complex / business premises; • Minimize the entry of customers into the premises at one time subject to the premise area; • Provide disposable gloves for customers to use to choose clothes; and • Implement the Public Awareness Program.
Health screening and MySejahtera application	<ul style="list-style-type: none"> • Mandating all employees, suppliers and customers through the attendance record process through MySejahtera application for areas with internet access. Exceptions are granted for areas that do not have internet access especially in rural and outskirts areas. • To scan for body temperature. • Customers who have a red Risk Assessment in MySejahtera and individuals with temperature exceeding 37.5°C are not allowed to enter the premises. • The scanning of body temperature can be done only once at the entrance of the complex / building for the same purpose. • Stand alone premises outside complex / shared buildings need to take body temperature.
Use of hand sanitizer	<ul style="list-style-type: none"> • Hand sanitizer is provided at the entrance and ensured of its use before entering.
Use of face mask	<ul style="list-style-type: none"> • Mandatory use of face masks by employees and customers when dealing.
Monitoring and compliance	<ul style="list-style-type: none"> • Coordinate and monitor that all rules are complied by employees and customers. • Increase awareness of the cleanliness of the premises and employees.
Social distancing	<ul style="list-style-type: none"> • Ensure 1 meter of social distancing at all times
Touchless transactions	<ul style="list-style-type: none"> • Encourage to make payments electronically



TRADE DISTRIBUTION SOP (MCO)

Updated as of 15 February 2021

Includes

- Vehicle workshop, maintenance, spare parts (including 3S and 4S premises)
- Vehicle accessories store

Allowed activities except

- Please refer to the item listed in the list of prohibited activities
- Face-to-face negotiations
- Operations in EMCO areas

Fixed Instructions

- Regulation 15 P.U. (A) 21/2021
- Subject to the rules in NSC general SOP regarding MCO, CMCO and RMCO.
- Subject to local authority regulations in force.

Operation Hours:	6.00 a.m. – 10.00 p.m. Subject to the respective Local Authorities	Customer Arrival Hours:	6.00 a.m. – 10.00 p.m. Subject to the respective Local Authorities	Staff Capacity:	Management / Office: 30%. Operations and Support: Determined by the employer. (Support staff)
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ACTIVITIES AND PROTOCOLS

Actions	Brief Descriptions
Cleanliness of the premises	The disinfection and cleaning process is carried out 3 times a day during the operation.
The use of hand sanitizer	Hand sanitizer is provided at the entrance and be sure to use it before entering the premise.
MySejahtera application	Compulsory for all employees, suppliers and customers to record attendance through MySejahtera application in areas that has access to extensive internet. Exceptions are given for areas that do not have internet access especially in rural and outskirts areas.
Social Distancing	Assign task to at least one employee to: <ol style="list-style-type: none"> Control the entry and exit of customers to/from the complex / business premises Ensure employee and customer attendance is recorded; Physical distance of at least 1 meter while on premises; and Limit the number of customers on the premises at one time.
Wear face mask	Require employees and customers to wear face masks while on the premises.
Health screening	<ul style="list-style-type: none"> • Customers with a red Risk Assessment in MySejahtera and individuals with a temperature above 37.5°C are not allowed to enter the premises; • Body temperature is measured for only once at the entrance of the complex / shared building; and • Stand alone business premises outside the complex / shared building need to take body temperature.
Touchless transactions	It is encouraged to make payments electronically.



TRADE DISTRIBUTION SOP (MCO)

Updated as of 15 February 2021

Includes

- Car wash services (basic exterior washing)
- Vehicle polishing services (basic exterior polish)

Allowed activities except

- Please refer to the item listed in the list of prohibited activities
- Vehicle internal cleaning service
- Service time period not more than 1 hour
- Operations in EMCO areas

Fixed Instructions

- Regulation 15 P.U. (A) 21/2021
- Subject to the rules in NSC general SOP regarding MCO, CMCO and RMCO.
- Subject to local authority regulations in force.

Operation Hours:	6.00 a.m. – 10.00 p.m. Subject to the respective Local Authorities	Customer Arrival Hours:	6.00 a.m. – 10.00 p.m. Subject to the respective Local Authorities	Staff Capacity:	Management / Office: 30%. Operations and Support: Determined by the employer. (Support staff)
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ACTIVITIES AND PROTOCOLS

Action	Brief Description
Cleanliness of the premises	<ul style="list-style-type: none"> • The disinfection and cleaning process is carried out 3 times a day during the operation period.
Use of hand sanitizer	<ul style="list-style-type: none"> • Hand sanitizer is provided at the entrance and ensured of its use before entering.
Health screening	<ol style="list-style-type: none"> 1. Check body temperature for each employee. Readings do not need to be recorded. Individuals with temperatures above 37.5°C are not allowed inside premise. 2. The use of MySejahtera application is mandatory in the area with internet access. Exceptions are given for areas that do not have internet access especially in rural and outskirts areas. 3. Employee who have a red Risk Assessment in MySejahtera is not allowed to enter the premises. 4. Customers and employees are required to wear a face mask. 5. Ensure 1 meter social distancing while on premises
Service procedures	<ol style="list-style-type: none"> 1. Registration to be done in the vehicle (other than the motorcycle); 2. Customers are NOT ALLOWED TO GET DOWN from vehicles (other than motorcycles); 3. Only 3 customers are limited at a time for motorcycles; 4. Drive-through washing services
Duration	Washing services are allowed up to 1 hour
Touchless transactions	<ul style="list-style-type: none"> • Encouraged to make payments electronically



TRADE DISTRIBUTION SOP (MCO)

Updated as of 15 February 2021

Includes

Other Specialty Retail Stores

- Petrol Stations

Allowed activities except

- Please refer to the item listed in the list of prohibited activities
- Operations in EMCO areas

Fixed Instructions

- Regulation 15 P.U. (A) 21/2021
- Subject to the rules in NSC general SOP regarding MCO, CMCO and RMCO.
- Subject to local authority regulations in force.

Operation Hours:	6.00 a.m. – 10.00 p.m. Subject to the respective Local Authorities	Customer Arrival Hours:	6.00 a.m. – 10.00 p.m. Subject to the respective Local Authorities	Staff Capacity:	Management / Office: 30%. Operations and Support: Determined by the employer. (Support staff)
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ACTIVITIES AND PROTOCOLS

Actions	Brief Descriptions
Cleanliness of the premises	The disinfection and cleaning process is carried out 3 times a day during the operation and the pump nozzle to be disinfected frequently
Use of hand sanitizer	Hand sanitizer is provided at the entrance of the premises, areas with high potential for contact / close contact such as in shops, suraus, toilets, car workshops, manual car wash / any confined area and ensure its use before entering the space
Social Distancing	<ul style="list-style-type: none"> i. Ensure customer control in and out of area / situation with high potential of contact / close contact; ii. Ensure social distancing of at least 1 meter while on premise; and iii. Limit the number of customers in area with high potential of contact / close contact of the customers such as in the shops, suraus, toilets, kiosks at one time
Wear face mask	Require employees and customers to wear face masks while on the premises.
Scan body temperature	Scan employees body temperature before entering the premises
Touchless transactions	It is encouraged to make payments electronically
Security response	Companies need to establish a COVID-19 Response Committee for the preparation and implementation of procedures for managing COVID-19 infection cases
Use of MySejahtera application and registration book	<ul style="list-style-type: none"> • Petrol station owners / operators are required to register and download MySejahtera applications for customers, MySejahtera QR Codes must be easily scanned by the public and provided in shops, suraus, toilets, car workshops (if available), manual car wash (if available) or any place within the petrol station area that may cause contact / close contact • Employees and customers need to scan the MySejahtera application or record their correct name and phone number in the registration book provided before entering the premises • QR MySejahtera scanning is not required for purposes: <ul style="list-style-type: none"> ➢ Purchase of oil through the usage of credit & debit cards / online application at the pump ➢ Payment through the window / pigeon hole ➢ Filling air for the tire ➢ Using automatic car wash service (unless paid in-store)