

**FREQUENTLY ASKED QUESTIONS (FAQ)
RELATED TO MOVEMENT CONTROL ORDER
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 categorized under the List of Essential Services (Appendix 1) and for the industrial/factory and manufacturing sectors, the company is registered with MITI through the COVID-19 Intelligent Management System (CIMS) through 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?

Registered industrial/factory and manufacturing sector companies and their chain that have registered with the MITI database i.e. CIMS does 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 industrial/factory and manufacturing sector companies and internal chain of essential services that are not yet registered with CIMS can do so starting January 12, 2021, at 3.00 pm. 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 through the website www.mkn.gov.my.

Economic and industrial activities listed as essential economic sectors by the NSC namely industrial/factory and manufacturing, construction, services, trade and distribution, as well as plantations and commodities can operate according to specific SOPs as determined by the relevant Ministry / Agency.

SOP for the industrial/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 the MCO area using commercial vehicles?

Commercial vehicles carrying goods and services are allowed entry and exit using an employee pass 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 district / state for the purpose of work / business?

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

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 presence 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)

Whereas, for work that does not require physical attendance, instructions to Work From Home 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.

SOP for the industrial/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 the company for 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.

11. Can the application for entry and exit of Malaysia through the One Stop Center (OSC) Committee still continue as usual?

Yes. Applications to enter and exit from Malaysia through the OSC Committee can still be continued during this MCO period.

PART 2: INSTRUCTIONS ON WORKING FROM HOME (WFH)

1. What is meant by the practice of WFH?

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 the respective 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 related activities.

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 by 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 one time.

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

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

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

4. Do employees who need 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 that can be accessed through the CIMS System using the same login and password.

6. My company is already 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 sign up again?

The permission letter to operate issued previously 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 CIMS system 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 previously declared under the CIMS?

No need.

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

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

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

- i. To get basic necessities the passenger limit is limited to two (2) persons only, namely a driver and a passenger;
and
- ii. For treatment at a hospital or clinic, maximum passenger limit is three (3) people, namely 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 lists of MCO SOPs set by the Government for the permitted sectors to operate.

SOP for the industrial/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 company for non-compliance 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 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 on CIMS, please email to CIMS technical group at cims@mariii.my.

MINISTRY OF INTERNATIONAL TRADE AND INDUSTRY (MITI)

JANUARY 12, 2021

**LIST OF REQUIRED SERVICES
(updated on 12 January 2021)**

A. Industrial/Factory and Manufacturing

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

B. Construction

18. Construction:
 - i. Critical maintenance and repair work;
 - ii. Major public infrastructure construction works; and

iii. Construction work on buildings that provide complete accommodation for workers at the construction site or workers housed in the Centralized Workers Quarters (CLQ).

C. Services

19. * Automotive (Repair and maintenance only)

20. Financial Services and its chain:

i. Financial Institutions (Banking, Insurance, Takaful and other licensed entities, approved or registered by Bank Negara Malaysia); and

ii. Capital market entities licensed, registered or regulated by the Securities Commission Malaysia.

21. Municipal and local government services:

i. Pawnbroking / community credit (licensed moneylending company);

ii. Solid waste / sewerage management;

iii. General/Public cleaning; and

iv. 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, digital payments and local e-commerce internet centers;

24. Hotels and accommodation;

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

i. Farm management / swiftlet nest / horse / animal processing plant / slaughterhouse / livestock / animal feed factory / supplier such as vaccines / livestock management / pet stores (transfer of livestock operations is at night);

ii. Disease control and regulated livestock production, livestock input and products related to the livestock industry (including exports and imports); and

iii. 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, shipyards and airports, including cargo loading and unloading, pilotage/navigation, storage or bulk commodity.

D. Distribution Trade

32. Warehousing and Logistics;

33. Services/ Sales/ Delivery of Food and Beverage; 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. Others

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

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