

**FREQUENTLY ASKED QUESTIONS (FAQ)**  
**RELATED TO MOVEMENT CONTROL ORDER 3.0 (MCO 3.0)**  
**MINISTRY OF INTERNATIONAL TRADE AND INDUSTRY**

This FAQ is applicable to the Manufacturing and Related Services Sector and its chain during the Movement Control Order 3.0 (PKP 3.0) for the period 25 May to 7 June 2021.

**PART 1: GENERAL QUESTIONS ON THE OPERATION OF MANUFACTURING ACTIVITIES AND MANUFACTURING - RELATED SERVICES**

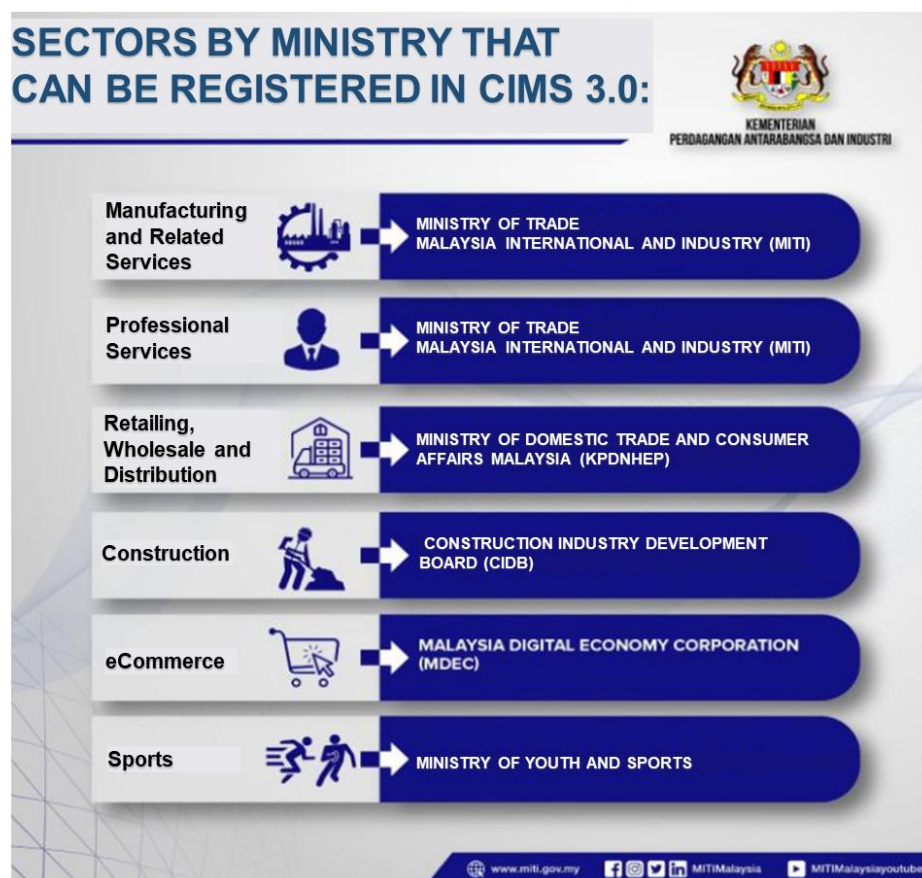
**1. Can my company operates throughout the MCO period?**

Yes, if your company is not categorized under the Negative List in the Standard Operating Procedure (SOP) General Movement Control Order (MCO) 3.0 issued by the National Security Council (NSC) on the website [www.mkn.gov.my](http://www.mkn.gov.my). Companies may register 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 period of MCO 3.0?**

Companies in the manufacturing and related services sectors and their chains that have been registered with the MITI database, namely CIMS, do not need to re-register to operate during the MCO 3.0 period. The registration confirmation letter can be downloaded by the company.

For manufacturing and related services sector companies and their chains that have not been registered with CIMS can do so at any time and the registration confirming letter can be downloaded by the company after registration.



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

Manufacturing and related services companies and their chains are allowed to operate as usual, including for companies with 24 -hour operating rotation. SOPs for the manufacturing sector under the responsibility of MITI can be downloaded from the MITI website at [www.miti.gov.my](http://www.miti.gov.my).

**4. Can I deliver goods to locations in the MCO Area using commercial vehicles?**

Yes, commercial vehicles carrying goods and services are allowed to enter and exit using an employee pass or employer's confirmation letter and bring along a CIMS letter.

**5. Can I ship commercial/business items outside the district or state?**

Yes, provided that the employer's confirmation letter or employee's pass and CIMS letter are brought along.

**6. What is the employee attendance capacity for the manufacturing and related services sector and its chain?**

The government has set an employee attendance capacity of 60% for one location (onsite) and another 40% will need to implement the Work From Home (WFH) practice.

**7. Is there a capacity restriction on the number of employees allowed in the vehicle to carry and distribute goods?**

The number of persons allowed in the vehicle to carry goods as well as the chain of economic or industrial activities depends on the commercial vehicle registration license.

**8. Are there any vehicle capacity restrictions for employees who use employee vehicles (employee vans and buses)?**

Passenger capacity for employee vehicles is 50%.

**9. Am I allowed to cross district/state for work/business purposes?**

Yes, allowed. Employees MUST bring an employee pass or employer's permission letter and bring along a CIMS letter.

It should be noted, the misuse of MITI letters is illegal. The CIMS letter has a QR code that can be scanned by the PDRM to confirm the authenticity of the letter.

**10. What can I do if the company does not comply with MCO 3.0 SOP?**

You can report company non-compliance at the nearest police station or email to the Ministry overseeing your sector. If your sector is under the supervision of MITI you can email to [covid19aduan@miti.gov.my](mailto:covid19aduan@miti.gov.my)

**11. In the event of positive cases in the workplace, what should be done by the employer?**

Employers MUST report positive cases and close contact to the nearest District Health Office (PKD) in accordance with the SOPs of the Manufacturing and Related Services sector.

**12. Can a company apply for a Certificate of Origin (COO) during the enforcement period of PKP 3.0?**

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

Meanwhile, for the endorsement of the COO at the MITI Regional Office, the company is requested to refer to the relevant procedures practiced by the MITI Regional Office. You can contact the MITI Regional Office for more information:

NO.	INFORMATION	NO. TO CONTACT
1	<b>Ms. Rafeah Khafidah Kamarudin</b> MITI Director Johor Region	Tel :607-223 5639 Fax :607-224 9631 Email:rafeahk@miti.gov.my
2	<b>Ms. Azyyati Ibrahim</b> MITI Director Kelantan Region	Tel :609-748 3457 Fax :609-744 4167 Email: azyyati@miti.gov.my
3	<b>Mr. Lee Meng Tat</b> MITI Director Pahang Region	Tel :609-513 0851 Fax :609-513 0873 E-mail:leemt@miti.gov.my
4	<b>Ms. Rosazliza Azman</b> MITI Director Perak Region	Tel :605-5271990 Fax :605-5272043 Email:rosazliza@miti.gov.my
5	<b>Mr. Jegan Subramaniam</b> MITI Director Penang Region	Tel :604-262 5133 Fax :604-262 5131 E-mail:jegan@miti.gov.my
6	<b>Mr. Mohd Hijri Mat Rani</b> MITI Director Sabah Region	Tel :6088-236 758 Fax :6088-235 645 E-mail:hijri@miti.gov.my
7	<b>Mr. Griffith Jones Goba</b> MITI Director Sarawak Region	Tel :6082-257 164 Fax :6082-417 835 Email :griffith.goba@miti.gov.my
8	<b>Ms. Nurfadhilah Syamimi</b> MITI Malacca Counter	Tel :606-253 0069 Fax :606-232 7519 Email:nurfadhilah@miti.gov.my

**13. Is the application to enter and exit Malaysia through the One Stop Center (OSC) Committees still continuing as usual?**

Yes. Applications to entry to and exit from Malaysia through the OSC Committee are continuing during the MCO period. However, the movement of Short Term Business Visitors under the One Stop Center Initiative (OSC) for official or business purposes is **allowed after obtaining permission from PDRM**.

Companies are also advised to check on the Malaysian Immigration Department (JIM) Portal for the ban on the entry of citizens from some high-risk countries from time to time.

## **PART 2: WORK FROM HOME INSTRUCTIONS (WFH)**

### **1. What is meant by WFH practice?**

WHF practice refers to the carrying out of office tasks at home in accordance with the procedures/guidelines set by the employer according to the needs of their respective companies.

### **2. Is the practice of WFH mandatory for all industrial workers?**

WFH practices are mandatory for 40% of company employees (involving the entire workforce). The employer must implement WHF practices that involve all members of the company, including management and non-management.

The physical attendance of employees at the workplace/premises is limited to 60% of the total number of employees of the company within 24 hours (24-hour basis).

The attendance of 60% of the employees includes office staff as well as operations and support staff (contract for service) according to the suitability determined by the employer or company owner.

Companies may also conduct rotation with the condition that it does not exceed 60% of employee capacity.

Examples of scenarios during MCO 3.0 for attendance capacity are as follows:

Scenario	NORMAL CIRCUMSTANCES			DURING MCO		
	Morning	Afternoon	Night	Morning	Afternoon	Night
Scenario 1	400	400	400	240	240	240
Total	1,200 (100%)			720 (60%)		
Scenario 2	300	600	300	180	360	180
Total	1,200 (100%)			720 (60%)		
Scenario 3	600	600	0	360	360	0
Total	1,200 (100%)			720 (60%)		
Scenario 4	600	600	0	0 720 (1 time)		
Total	1,200 (100%)			720 (60%)		

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

Employers are advised to talk to employees to reach a consensus. Employers should reassure that the workplace environment is safe. If discussions have been conducted and the employee still wants WFH then the employer can take action at the discretion and procedures of the company based on Government policies and relevant Acts. For any further inquiries on this matter, please refer to the Department of Manpower, Ministry of Human Resources.

### 4. Do employees who need to go to the office need to undergo the COVID-19 screening test?

There is no need if there are no symptoms. However, companies are advised to conduct such screening tests for employees from time to time to ensure early detection of cases if any. Please refer to the General SOP of Movement Control Order (MCO) 3.0 through the website [www.mkn.gov.my](http://www.mkn.gov.my) for more information.

### 5. What documents need to be brought by the employee as confirmation of permission to work?

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



#### 6. Will any kind of enforcement be carried out to ensure that work from home instructions is followed?

Yes. Enforcement without notice will be carried out from time to time to ensure that work from home instructions is complied with by the company.

#### 7. Are there any actions that will be taken for companies that do not comply with the current WFH directives as well as SOP violations?

Any companies or premises that do not comply with the latest instructions and violations of SOP will be ordered to close immediately for seven (7) days and compounded a maximum of RM50,000.00.

### 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 site to site. Do not put 'www' in this registration URL. For registration tutorial can go to this link: <https://www.youtube.com/watch?v=CGwClak7xs8&t=212s>.

#### 2. Do I need to update the list of employees who have been previously declared in CIMS?

The company needs to update if there is a change in the list of employees.

#### 3. My company is already registered under 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 company does not need to register again, but only needs to download and print the latest registration confirmation letter which can be obtained through the CIMS system using the same login and password.

#### 4. I'm having technical problems accessing CIMS. What should I do?

If you are unable to update your information on CIMS, please email the CIMS technical team at [cims@marii.my](mailto:cims@marii.my).

***Any further inquiries regarding the implementation of MCO 3.0 for the Manufacturing and Manufacturing Related Services sector and its chain can be submitted to:***

**Hotline: 03-6208 4949**

**Email: [covid19hotline@miti.gov.my](mailto:covid19hotline@miti.gov.my)**

(general enquiries)

**[covid19aduan@miti.gov.my](mailto:covid19aduan@miti.gov.my)**

(complaints of non-compliance with SOPs)

**[cims@marij.my](mailto:cims@marij.my)**

**(technical issues CIMS)**

**Note: For sectors other than the manufacturing and related services sectors and their chains, please refer to the relevant Ministries and Agencies through this e-book directory <https://bit.ly/2QzVH2T>.**

**MINISTRY OF INTERNATIONAL TRADE AND INDUSTRY (MITI)**

**24 MAY 2021**