

CIRCULAR NO. 10/2021

DATE: 12 JANUARY 2021

FREQUENTLY ASKED QUESTIONS (FAQ) RELATED TO THE MOVEMENT CONTROL ORDER (MCO) UNDER THE MINISTRY OF INTERNATIONAL TRADE AND INDUSTRY (MITI)

Reference is made to the [FREQUENTLY ASKED QUESTIONS](#) by the Ministry of International Trade and Industry (MITI) dated 12 January 2021.

PART 1: GENERAL QUESTIONS ABOUT ECONOMIC ACTIVITIES**1. Can my company operate during the MCO period?**

Yes, if your company is categorised under the List of Essential Services (refer to Appendix 1) and under the manufacturing sector. The company is also registered with MITI through the COVID-19 Intelligent Management System (CIMS) via <https://notification.miti.gov.my>.

2. Do I need to apply for permission to operate from MITI through the CIMS database system during the PKP period?

Manufacturing companies and their supply chains that have been registered with CIMS do not need to re-register to operate during the MCO period. The **Registration Confirmation Letter** can be downloaded by the company from 3.00pm, 12 January 2021.

Manufacturing companies and their supply chain in the essential services that have not been registered with CIMS can do so from 3.00pm, 12 January 2021. 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 THE MCO](#).

Economic and industrial activities listed as essential sectors by the National Security Council (NSC) - manufacturing, construction, services, trade and distribution, as well as plantations and commodities - can operate according to specific SOPs set by the relevant Government Ministries/Agencies.

[SOPs for the manufacturing sector](#) under the responsibility of MITI can be downloaded from MITI's 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 MCO areas. Drivers must carry their employees passes/employers 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 category, 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 category can be referred to in Part 2, Question No. 2). Meanwhile, for work that does not require physical attendance, the Work From Home (WFH) directive will take effect.

8. What is the company's SOP throughout MCO?

Please visit the NSC website www.mkn.gov.my and refer to the latest SOP.

SOPs for the manufacturing sector 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 company 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. Are applications for entry and exit from Malaysia through the One Stop Center Committee (OSC) still ongoing as usual?

Yes. Applications for entry and exit from Malaysia through the OSC Committee are still ongoing during this MCO period.

PART 2: INSTRUCTIONS FOR WORK FROM HOME (WFH)

1. What is meant by WFH practice?

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 their respective companies.

2. Is WFH practice mandatory for all industrial workers?

Employers are required to implement WFR practices for management team staff which include tasks involving accounting, finance, administration, law, planning, ICT and related.

In line with the objective of curbing the spread of the COVID-19 pandemic, only 30 percent (30%) of employees in the management category are allowed to be in office. Meanwhile, the number of support category employees and employees directly involved

in the production line will be determined by their respective employers taking into account the strict compliance of the prescribed SOP.

For example, if there are 10 or less people in the management and supervision group, only three people are allowed to come to the office at a time.

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

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

Employers can take action at the discretion and procedure of the company based on Government policies and related Acts. 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 the 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 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 CIMS using the same login and password.

7. Can my company operate 24 hours?

Please refer to the General SOP of the MCO through the website www.mkn.gov.my.

8. What is the List of Essential Services allowed to operate during the PKP period?

The Company may refer to the List of Essential Services in Appendix 1.

9. Do I need to update the list of employees previously declared in CIMS?

No need.

10. What are the documents that need to be brought by the employee as confirmation of permission to work from the employer to the authorities?

Company employees are required to bring along a copy of Registration Confirmation 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 private vehicles?

- i. To obtain basic necessities, the passenger limit is limited to two people only, namely a driver and a passenger
- ii. For treatment at a hospital or clinic, the maximum passenger limit is three (3) people, namely one driver and two passengers.

PART 3: REGISTRATION IN COVID-19 INTELLIGENT MANAGEMENT SYSTEM (CIMS)

1. How can I register at CIMS?

Go to <https://notification.miti.gov.my> to register and follow the 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 at CIMS, please email the CIMS technical team at cims@mariii.my.

SUJATA ALBERT

Executive Director

sujata@mpdc.com.my

LIST OF ESSENTIAL SERVICES UNDER MANUFACTURING AND SUPPORTED SERVICES

A. Manufacturing

1. Aerospace
2. Manufacturing and after sales automotive services;
3. Food, beverages and their supply chains;
4. Packaging and printing;
5. Household products, personal care items (FMCG - soap, personal cleansers etc.) and detergents including its supply 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;
11. Petrochemicals and petrochemical products;
12. Chemical products;
13. Machines and equipment;
14. Ceramics (ceramics as a 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.
19. e-marketplace, digital payments and local e-commerce internet center;
20. Security Services;
21. Security and Defense;
22. Transport by land, water and air;
23. Services and operations of ports, yards and airports, including cargo loading and unloading, shipping, storage or commodity shipping.

B. Distributions

24. Warehousing and Logistics;
25. Food / Beverage Service / Sale / Delivery; and
26. Retail / Distribution / Wholesale.