



## FREQUENT ASKED QUESTIONS REGARDING MOVEMENT CONTROL ORDER

1. What does it mean by Movement Control Order (MCO), Movement Control Order Phase 2 (MCO 2) and Enhanced Movement Control Order (EMCO)?

SUBJECT	MCO	MCO 2	EMCO
<b>COVERAGE AREA</b>	The whole country	The whole country	Certain areas
<b>TIMEFRAME</b>	18 March until 31 March 2020	1 April until 14 April 2020	2 weeks after the area is declare as EMCO
<b>MOVEMENT RESTRICTION</b>	Limited Movement - only to purchase necessities goods and seek essential services	Limited Movement - based on time frame and sector	Movement are not allowed
<b>ESSENTIAL SERVICES</b>	22 Essential Services	10 Critical Sectors	All business premises are closed except businesses that meet certain requirements

**2. What is the sector allowed to operate during the MCO 2 period?**

Only 10 essential services and their outlets are allowed to operate during MCO 2 period:

- a. Food
- b. Water
- c. Energy
- d. Internet and Communication
- e. Security and Defense
- f. Solid Waste Management, Cleaning Services and Sewerage
- g. Healthcare, Medical including Dieticians
- h. Banking and Finance
- i. E-Commerce
- j. Logistics – limited to delivery of essential services

**3. Other essential services such as postal, fire rescue, prison, immigration, and customs including petrol service station are not mentioned as part of the 10 essential services which are allow to operate during MCO 2. Are these services not allowed to be operational during the MCO 2 period?**

All the services mentioned above and essential services that was announced during MCO are allowed to operate if the services are part of the 10 essential services and related services. For example, postal services are part of communication and logistics services. While fire rescue services, prison, immigration and customs are part security and defense services. Also, petrol service station is part of the essential service under energy. As a result, all these services are allowed to operate during MCO 2 period.

**4. What are the control and operational procedures for the 10 critical sectors?**

The control and operational procedures as per attachment.

**5. What is the implementation concept during MCO 2?**

- a. Movement Order will be implemented based on the critical sectors which has been identified and during the set timeframe which has been approved.
- b. EMCO will be enforced at areas or certain locations identified as red zone area based on the advice of Ministry of Health.

**6. What is definite as zone?**

Ministry of Health has defined zone as follows:

- a. Green Zone – Areas with no positive case
- b. Yellow Zone – Areas with 1- 20 positive case
- c. Orange Zone – Areas with 21- 40 positive cases
- d. Red Zone – Areas with more than 40 positive cases

**7. Does company need to go through again the approval procedures for MCO 2? Even though previously the company has received approval in MCO 1 and is a part of 10 critical sectors category.**

No. Company which has received approval during MCO and now is a part of the 10 essential services, does not need to seek approval again. However, please take note the written approval for company must comply with the MCO 2 timeline period.

**Note: Any changes will be updated accordingly.**

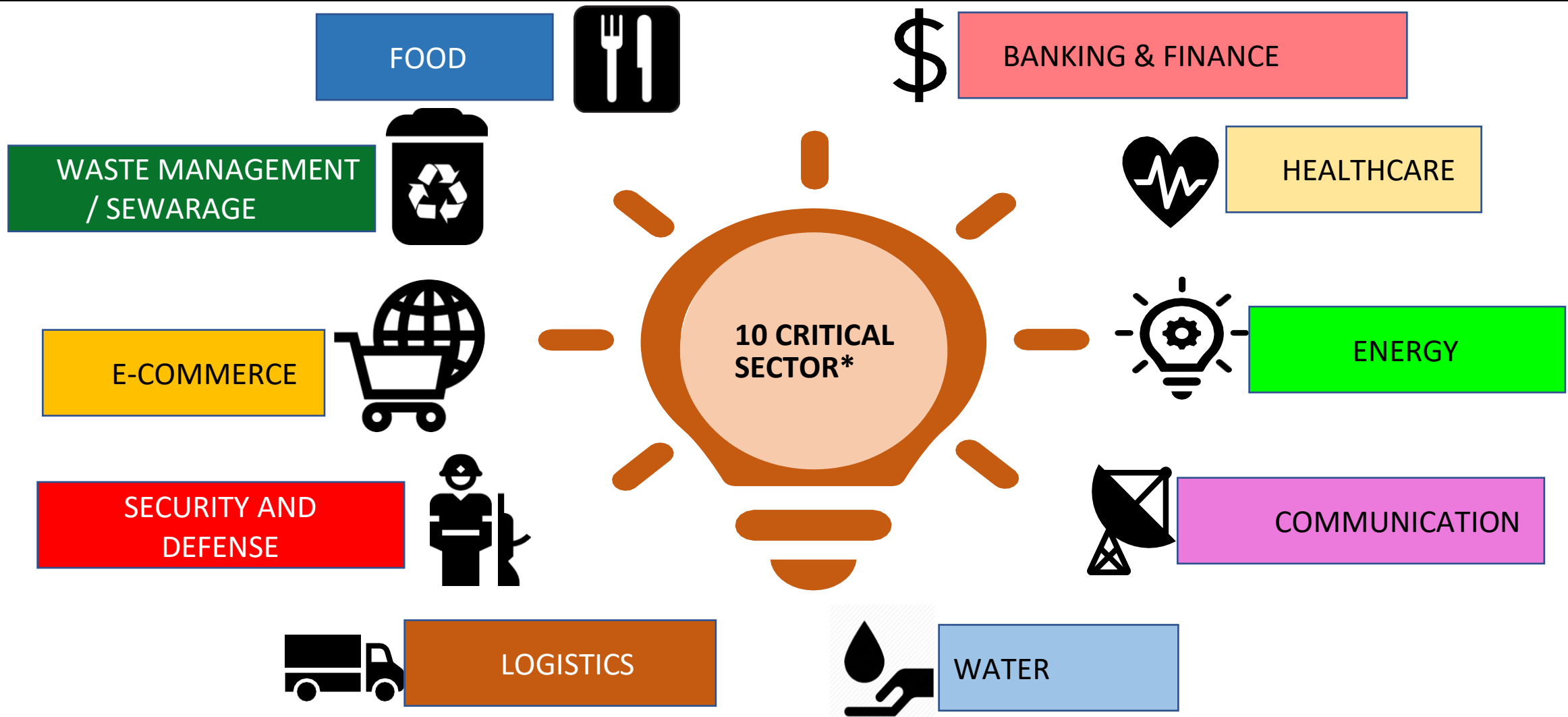
**NATIONAL SECURITY COUNCIL  
2 APRIL 2020**



## **ATTACHMENT**

# **MCO PHASE 2 ACTIVITIES 1 APRIL – 14 APRIL 2020**

# ESSENTIAL SERVICES IN MCO 2



**\*22 Essential Services during MCO 1 are reduced to 10 Critical Services**



## CONTROL AND OPERATIONAL PROCEDURE – FOOD BUSINESS & BASIC NECCESITIES

SUBJECT	ACTION			
	GROCERY SHOP	RESTAURANT	MOTORBIKE DELIVERY	E-COMMERCE
<b>Operation time:</b>	8.00 am - 8.00 pm	8.00 am - 8.00 pm	8.00 am - 8.00 pm	24 hours
<b>Operations:</b>	<ol style="list-style-type: none"> <li>1. <i>Social distancing</i> by 1 meter.</li> <li>2. Reasonable control of number of buyers at one time</li> <li>3. Established only 1 entrance and 1 exit door</li> <li>4. Time limit for each buyer: 15 minute (grocery shop) dan 30 minute (supermarket)</li> <li>5. Security &amp; crowd control by business owner</li> </ol>	<ol style="list-style-type: none"> <li>1. <i>Dine-in</i> and <i>drive-thru</i> Not permitted.</li> <li>2. Only food delivery is allowed (For example: Foodpanda, Grabfood, KFC delivery, McD delivery dan others)</li> </ol>	<ol style="list-style-type: none"> <li>1. Only basis food, cooked food, agriculture products, cooking gas cyclinder and medicine are allowed to be delivered</li> </ol>	<ol style="list-style-type: none"> <li>1. Delivery between 8 am to 8 pm</li> </ol>
<b>Condition:</b>	One buyer for one household			



## CONTROL AND OPERATIONAL PROCEDURE – FRESH PRODUCT (CONTROL) SALE CENTRE

SUBJECT	ACTION	
	Operation Centre / Farmers Market- Permanent (FMP) / MyFarm Outlet (MFO) / Farmer Association Complex Area (FMP) - 87 Outlet nationwide	Selected Farmers Market - 10 <i>Outlets nationwide</i> (Perlis, Pulau Pinang, Kedah, Sarawak (2), Terengganu, Selangor, Sabah dan Melaka (2)).
<b>Operation Time:</b>	8.00 am – 4.00 pm (everyday)	8.00 am – 12.00 noon (twice a week)
<b>Operations:</b>	<ol style="list-style-type: none"> <li>1. Organised by FAMA.</li> <li>2. Locations must identify as appropriate with security control according to MCO conditions and social distancing practice.</li> <li>3. Main commodity: <b>vegetables/meat/fish/eggs/fruits/chicken/grocery items/agriculture products</b></li> <li>4. Control procedures: <ul style="list-style-type: none"> <li>- Big ample parking space</li> <li>- Check body temperature at check points</li> <li>- Social distancing 1meter for each visitor</li> <li>- Limit the number of visitors at one particular time</li> <li>- Limit “buying time” for each visitor</li> <li>- Buyer are encouraged to purchase through online (<a href="http://www.agrobazaar.com.my">www.agrobazaar.com.my</a> / pre-order)</li> <li>- Distance between stalls at least by 5 metre</li> </ul> </li> <li>5. Implementation based on <i>pre-order / dropship / self-pickup / drive-thru and delivery</i></li> <li>6. Implementation of <i>social distancing by 1 meter</i></li> <li>7. Control reasonable number/time of visitors in the market</li> <li>8. Establish 1 entry point and 1 exit point</li> <li>9. Security control by Police, People’s Volunteer Corps and local authorities</li> </ol>	

**Condition:**

One buyer for one household

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## CONTRO AND OPERATIONAL PROCEDURE – FRESH PRODUCT (CONTROL) SALES CENTRE

SUBJECT	ACTION	
	Wholesale Market nationwide	Public Market nationwide
<b>Operation Time:</b>	4.00 am – 10.00 am (everyday)	6.00 am – 12.00 noon (everyday)
<b>Operations:</b>	<ol style="list-style-type: none"> <li>1. Implement security control according to MCO conditions and social distancing practice</li> <li>2. Main commodity: <b>vegetables/meat/fish/eggs/fruits/chicken/grocery products</b></li> <li>3. Control procedures: <ul style="list-style-type: none"> <li>- Big ample parking space</li> <li>- Check body temperature at check points</li> <li>- Social distancing 1meter for each visitor</li> <li>- Limit the number of visitors at one particular time</li> <li>- Limit “buying time” for each visitor</li> </ul> </li> <li>4. Control reasonable number/time of visitors in the market</li> <li>5. Establish 1 entry point and 1 exit point</li> <li>6. Security control by Police, People’s Volunteer Corps and local authorities</li> </ol>	
<b>Condition:</b>	One buyer for one household	

## CONTROL AND OPERATIONAL PROCEDURE – FRESH PRODUCT (CONTROL) SALES CENTRE

SUBJECT	BUYING METHOD		
	<i>DRIVE-THRU</i>	<i>WALK-IN</i>	<i>PRE-ORDER</i>
<b>IMPLEMENTATION PROCEDURE</b>	<ol style="list-style-type: none"> <li>1. Vehicle enters business area</li> <li>2. Order form are hand-out to customer</li> <li>3. Customer pass to the order form to person in charge</li> <li>4. Customer waits at the designated area</li> <li>5. Person in charge will contact customer to pick up the order</li> <li>6. Payment is made during the pick-up.</li> </ol>	<ol style="list-style-type: none"> <li>1. Vehicle enter the designated parking area</li> <li>2. Customer line up 1 meter a part</li> <li>3. Customer must go through body temperature check</li> <li>4. Customer use of hand sanitizer before entering</li> <li>5. Allow time is between 10 minutes to 20 minutes</li> <li>6. Customer must use hand sanitizer before leaving</li> </ol>	<ol style="list-style-type: none"> <li>1. Order is made through social media platform</li> <li>2. Order is open from 8.00am to 4.00pm</li> <li>3. Delivery will be next day through: <ul style="list-style-type: none"> <li>- <i>dropship</i></li> <li>- <i>self pick up</i></li> </ul> </li> <li>4. Payment is made either online or <i>Cash on Delivery</i></li> </ol>

## MOVEMENT CONTROL PROCEDURE – PERSONAL VEHICLE, PUBLIC TRANSPORT AND COMMERCIAL VEHICLE

SUBJECT	ACTION			
	PERSONAL	PUBLIC TRANSPORT	COMMERCIAL VEHICLE	TAXI AND DAN E-HAILING
<b>Operation Time:</b>	6.00 am - 10.00 pm	6.00 am – 10.00 am 5.00 pm – 10.00 pm	7.00 pm - 7.00 am (recommended)	6.00 am - 10.00 pm
<b>Operation:</b>	<ol style="list-style-type: none"> <li>1. Only driver is allowed for each vehicle</li> <li>2. Exemption only for emergency/disabled/ pregnant lady/seek medical treatment</li> <li>3. Individual who works during odd hours (6am – 10pm), employer must provide authorized letter</li> </ol>	<ol style="list-style-type: none"> <li>1. Only the driver and the number of passengers must be half from the actual capacity of the transportation</li> </ol>	<ol style="list-style-type: none"> <li>1. Only food items, basic necessities goods, agriculture products, medicine and baby food are allowed</li> <li>2. Lorry/Van/Wagon/Pick-up less than 2 tonne: <ul style="list-style-type: none"> <li>▪ One driver</li> <li>▪ Receive approval from MOA to transport agriculture products</li> </ul> </li> <li>3. Lorry / trailer more than 2 tonne: <ul style="list-style-type: none"> <li>▪ One driver and one assistant</li> <li>▪ Approval Permit from MITI, MOA, MDTCA and MOH</li> </ul> </li> </ol>	<ol style="list-style-type: none"> <li>1. Vehicle capacity for less than 7 people: one driver and one passenger</li> <li>2. Vehicle capacity for more than 7 people: One driver and two passengers</li> </ol>
<b>Others</b>	i. Quick response (repairs/towing) break-down vehicle on site is allowed			



# CONTROL PROCEDURE – INDUSTRY & MANUFACTURING

SUBJECT	ACTION
<b>OPERATION:</b>	<ol style="list-style-type: none"> <li>1. All 10 essential sectors and outlets are allowed to operate</li> <li>2. Petrol service station is allowed to operate at <b>8.00 am until 8.00 pm</b> except petrol service station on highways (for commercial vehicle)</li> <li>3. All approval given to 10 essential service sectors during MCO 1 can be used during MCO2 period with condition that the company meets all the requirements in MCO 1</li> <li>4. All other services beside the 10 service sectors and company that received approval to operate during MCO 1 period are not allowed to operate. Any approval received before is automatically revoked and cancel</li> </ol>
<b>Work place requirement:</b>	<ol style="list-style-type: none"> <li>1. Implementation of social distancing of 1 meter</li> <li>2. Check body temperature at the business premise entry point (body temperature must not more than 37.5 Celsius).</li> <li>3. Establish 1 entry point and 1 exit point</li> <li>4. Canteen are not allowed to operate</li> </ol>
<b>Worker requirement:</b>	Worker who works more than the time permitted time frame (8.00 am – 8.00 pm), the industry and manufacturing parties must provide transportation services with <i>social distancing practice in the vehicle</i> .
<b>Security and monitoring control:</b>	MITI / Police / People's Volunteer Corps / Local Authorities has the authorities to conduct checks and take legal action

# PROCEDURE CONTROL- OTHERS

SUBJECT	ACTION		
	RECREATION & SOCIAL	WELFARE	OTHER SERVICES
<b>OPERATION:</b>	<ol style="list-style-type: none"> <li>1. No allowed either in public area or gated community</li> <li>2. exception for those with physical or mental disabilities who need to be outside for therapy treatments; only one family member is allow to accompany</li> <li>3. Allow time are from 7.00am to 9.00am and 5.00pm to 6.00 pm . Personal therapy is allowed to make house-call</li> </ol>	<ol style="list-style-type: none"> <li>1. <b>Local NGO:</b> Managed by the Welfare Department (WD) and Ministry of Women, Family and Community Development (MWFCM)</li> <li>2. <b>International NGO &amp; Foreign Embassy</b> Submit request to Ministry of Foreign Affairs with National Security Council approval. WD and MWFCM coordinate the donations</li> </ol>	<ol style="list-style-type: none"> <li>1. Construction and repair work for critical works and spraying disinfectants for public safety are allow to operate</li> <li>2. Maintenance works for 10 critical sectors are allow to operate</li> <li>3. Shop selling agriculture fertilizer/poison is allow to operate 2 times in a week</li> <li>4. Hardware shop is allowed to open 2 times a week</li> <li>5. Pet shop is allowed to open 2 times a week</li> <li>6. Spare part shop (agriculture machinery and industry) is allow to operate 2 times a week</li> </ol>