



## UNOFFICIAL TRANSLATION

### FREQUENTLY ASKED QUESTIONS (FAQ) MOVEMENT CONTROL ORDER (MCO) 3.0 DATED 1 TO 14 JUNE 2021 MINISTRY OF INTERNATIONAL TRADE AND INDUSTRY

This FAQ is applicable to the **Economic Sector covering the Ministries listed below during the Movement Control Order (PKP) 3.0 for the period 1 to 14 June 2021.**

- i. **Ministry of International Trade and Industry (MITI)**
- ii. **Ministry of Domestic Trade and Consumer Affairs (KPDNHEP)**
- iii. **Ministry of Communications and Multimedia (KKMM)**
- iv. **Ministry of Works (KKR)**
- v. **Ministry of Housing and Local Government (KPKT)**
- vi. **Ministry of Tourism, Arts and Culture Malaysia, Tourism, Arts, Culture (MOTAC)**
- vii. **Malaysian Construction Industry Development Board (CIDB)**
- viii. **Malaysia Digital Economy Corporation (MDEC)**
- ix. **Other Ministries or Agencies requesting CIMS 3.0 access will be notified, if required.**

#### PART 1: GENERAL QUESTIONS ON THE OPERATION OF ECONOMIC SECTOR ACTIVITIES

##### 1. Will all companies in the Economic Sector be able to operate during the MCO 3.0 period?

Only companies listed as essential services are allowed to operate during the period of MCO 3.0, **1 to 14 June 2021**. The list of essential services can be found in **Appendix I**.

##### 2. Do I need to apply for permission to operate from MITI through the CIMS database system throughout MCO 3.0?

Companies under the Economic Sector **must** apply for a MITI approval letter through the COVID-19 Intelligent Management System (CIMS) 3.0 via the link <https://notification.miti.gov.my>. For companies already registered with CIMS, the company only needs to download the approval letter from CIMS. For new registrations, companies can get information on the MITI website.

### 3. Can my company operate 24 hours?

- (i) Companies in the Manufacturing Sector can operate as usual including companies that have a 24 -hour rotation of operations in accordance with the SOPs that have been set. SOPs for the manufacturing sector can be downloaded from the MITI website at [www.miti.gov.my](http://www.miti.gov.my).
- (ii) Companies other than the Manufacturing Sector are allowed to operate in accordance with the General SOP PKP 3.0 issued by the NSC.

### 4. Can I deliver goods to a location in the MCO 3.0 area using a commercial vehicle?

Yes. Commercial vehicles carrying goods and services are allowed to move/operate using an employee pass or employer's confirmation letter and bring with them a letter of permission to operate from the Ministry of Transport.

### 5. Are there capacity restrictions 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. For more information, please refer to the Ministry of Transport.

### 6. Are there vehicle capacity restrictions for employees who use employee vehicles (employee vans and buses)?

Passenger capacity for employee vehicles is 50%.

### 7. What is the employee attendance capacity for the Economic Sector?

The government has set an employee attendance capacity of 60% for a period of 24 hours and another 40% will have to implement the Work From Home (WFH) practice.

Contact information for the relevant Ministries and Agencies can be obtained through the following link <https://www.miti.gov.my/redirect/pkp/enquiry.html>.

### 8. Are employees 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 3.0 MITI letter.

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To facilitate the movement of workers and ensure that the movement is legal, especially those involving movement across districts/states, MITI advises that employers issue work instructions according to the template as in **Appendix II**.

It is reminded that the **misuse of the CIMS 3.0 MITI letter is an offense**. The CIMS 3.0 MITI letter has a QR code that can be scanned by the PDRM to confirm the authenticity of the letter.

#### **9. What can I do if a company in the Economic Sector does not comply with the SOP?**

For the manufacturing sector, complaints can be emailed to [covid19aduan@miti.gov.my](mailto:covid19aduan@miti.gov.my)

For other sectors, complaint emails can be extended to the relevant Ministries and regulatory Agencies. Information on the relevant Ministries and Agencies can be obtained through the following link <https://www.miti.gov.my/redirect/pkp/enquiry.html>.

#### **10. If there is a positive case in the workplace, what should the employer do?**

Employers **MUST** report any positive cases and close contact to the nearest District Health Office (PKD) in accordance with the General SOP PKP 3.0 issued by the NSC.

Employers must implement control measures in accordance with the procedures outlined in the General SOP MCO 3.0 issued by the NSC. It should be noted that the requirement to close the premises is according to the risk assessment by the PKD.

#### **11. Can a company apply for a Certificate of Origin (COO) at the Counter, during the enforcement period of PKP 3.0?**

Yes, the COO endorsement for MITI HQ can be done at the Level 2 Counter, MITI by appointment only. The counter is open from 9.00 am to 1 pm.

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.



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You can contact the MITI Regional Office for more information:

BIL.	MAKLUMAT	NO. UNTUK DIHUBUNGI
1	Ms. Rafeah Khafidah Kamarudin Pengarah MITI Wilayah Johor	Tel :607-223 5639 Fax :607-224 9631 Emel: <a href="mailto:rafeahk@miti.gov.my">rafeahk@miti.gov.my</a>
2	Ms. Azyyati Ibrahim Pengarah MITI Wilayah Kelantan	Tel :609-748 3457 Fax : 609-744 4167 Emel: <a href="mailto:azyyati@miti.gov.my">azyyati@miti.gov.my</a>
3	Mr. Lee Meng Tat Pengarah MITI Wilayah Pahang	Tel :609-513 0851 Fax :609-513 0873 Emel: <a href="mailto:leemt@miti.gov.my">leemt@miti.gov.my</a>
4	Ms. Rosazliza Azman Pengarah MITI Wilayah Perak	Tel :605-5271990 Fax :605-5272043 Emel: <a href="mailto:rosazliza@miti.gov.my">rosazliza@miti.gov.my</a>
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6	Mr. Mohd Hijri Mat Rani Pengarah MITI Wilayah Sabah	Tel :6088-236 758 Fax : 6088-235 645 Emel: <a href="mailto:hijri@miti.gov.my">hijri@miti.gov.my</a>
7	Mr. Griffith Jones Goba Pengarah MITI Wilayah Sarawak	Tel :6082-257 164 Fax :6082-417 835 Emel: <a href="mailto:griffith.goba@miti.gov.my">griffith.goba@miti.gov.my</a>
8	Ms. Nurfadhilah Syamimi Kaunter MITI Melaka	Tel :606-253 0069 Fax : 606-232 7519 Emel: <a href="mailto:nurfadhilah@miti.gov.my">nurfadhilah@miti.gov.my</a>

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**12. Are applications to leave and enter Malaysia through the OneStop Center (OSC) Committee still continuing as usual?**

Yes. Applications to leave and enter Malaysia for short -term business visitors through the OSC Committee for official purposes are still continuing during the PKP 3.0 **period after obtaining permission from PDRM.**

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

**13. What is meant by warm idle mode?**

In warm idle mode, only companies under the manufacturing sector listed in the List of Essential Services are allowed to operate with 10% of employees (for a period of 24 hours). This is to ensure that manufacturing machines and equipment are in an idle/standby state to prevent damage. No manufacturing/production activities are allowed for companies that have a standby mode approval.

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

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

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

**2. What is the attendance capacity of the company's staff allowed to operate during the period of MCO 3.0?**

The employees capacity of the company allowed to operate	Standby Operations
60% employees	10% employees



### 3. Is the practice of WFH mandatory for all Economic Sector employees?

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

The physical presence 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 perform job rotation provided it does not exceed 60% of employee capacity.**

Among the examples of the **current scenario of MCO 3.0 for attendance capacity** is as follows:

SCENARIO	NORMAL CONDITIONS			DURING MCO		
	Morning	Afternoon	Night	Morning	Afternoon	Night
<b>Scenario 1</b>	400	400	400	240	240	240
<b>Total</b>	1,200 (100%)			720 (60%)		
<b>Scenario 2</b>	300	600	300	180	360	180
<b>Total</b>	1,200 (100%)			720 (60%)		
<b>Scenario 3</b>	600	600	0	360	360	0
<b>Total</b>	1,200 (100%)			720 (60%)		
<b>Scenario 4</b>	600	600	0	720 (1 waktu)		
<b>Total</b>	1,200 (100%)			720 (60%)		



**4. 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 BDR 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.**

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

Not necessary if not asymptomatic. 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 PKP 3.0 through the website [www.mkn.gov.my](http://www.mkn.gov.my) for more information.

**6. What documents need to be brought by Economic Sector employees as confirmation of permission to work?**

Employees of Economic Sector companies are required to bring along a copy of the latest CIMS registration confirmation letter and employee pass OR employer confirmation letter for the purpose of movement between residence and workplace.

**Panduan Memuat Turun Surat Kebenaran MITI di CIMS 3.0**

Log masuk ke <https://notification.miti.gov.my>

- 1 Klik "Borang Notifikasi"
- 2 Klik "Notifikasi Beroperasi"
- 3 Klik "Papar"
- 4 Klik "Cetak Surat"

The screenshot shows a dashboard with a sidebar menu containing 'Dashboard', 'Profil Pemohon', and 'Borang Notifikasi'. The 'Borang Notifikasi' dropdown is expanded, showing 'Laporan Harian Pematuhan SOP' and 'Notifikasi Beroperasi'. The 'Notifikasi Beroperasi' item is highlighted with a red box and a yellow arrow. Below the menu, there are three buttons: 'Status' (Lulus), 'Kemaskini Pekerja' (Kemaskini), and 'Tindakan' (Papar). The 'Kemaskini' and 'Papar' buttons are highlighted with red boxes and yellow arrows. At the bottom, there are two buttons: 'Surat Pengesahan / Confirmation Letter' and 'Cetak Surat / Print Letter', both highlighted with red boxes and yellow arrows.



**7. Will any type of enforcement be carried out to ensure work from home instructions are complied with?**

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

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

Companies or premises that do not comply with the latest BDR instructions as well as violations of SOPs 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) 3.0**

**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 the registration tutorial you can use this link: <https://www.youtube.com/watch?v=CGwClak7xs8&t=212s>.

**2. My company is already registered under the COVID-19 Intelligent Management System (CIMS) and has been given a letter of permission to operate on the previous phase PKP. Do I need to register again?**

- (i) If your company is included in the list of relevant Economic Sectors that can operate, the company can **download and print the latest registration confirmation letter through the CIMS system using the same login and password.**
- (ii) However, if the company has been registered in CIMS but is **not listed in the list of sectors allowed to operate for the period 1 to 14 June 2021, the company CANNOT download new letters.**

The Registration Confirmation Letter issued by MITI earlier, will expire at 11.59 pm on 31 May 2021.



### **3. Do I need to update the list of previously declared employees in CIMS?**

Need. Companies need to update if there is a change in the list of employees through CIMS using the template provided in the CIMS system.

### **4. I am having technical problems accessing CIMS. What should I do?**

If you encounter technical problems in accessing CIMS, please email to [cims@marii.my](mailto:cims@marii.my).

**Any further inquiries regarding the implementation of PKP for the Economic Sector can be submitted to:**

**Hotline : 03-6208 4949**

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

**[covid19aduan@miti.gov.my](mailto:covid19aduan@miti.gov.my)  
(SOP non -compliance complaint)**

**[cims@marii.my](mailto:cims@marii.my)  
(CIMS technical issue)**

**MINISTRY OF INTERNATIONAL TRADE AND INDUSTRY (MITI)  
1 JUN 2021**



## **APPENDIX I**

### **LIST OF NECESSARY SERVICES ALLOWED TO OPERATE DURING PKP 3.0 BEGINNING FROM 1 - 14 JUNE 2021**

#### **A. The list of Essential Services for the economic and social sectors that are allowed to operate is as follows:**

1. Food and beverages included for animals
2. Health and medical care including dietary supplements, animal care and clinics as well as veterinary services
3. Air
4. Energy
5. Security (security and safety), defense, emergency, welfare and humanitarian aid
6. Solid waste management and public cleaning and sewerage
7. Transportation by land, water or air
8. Port, shipyard and airport services and operations, including loading, unloading, cargo handling and piloting, and storage or shipping of commodities
9. Communications including media, telecommunications and internet, post and courier as well as broadcasting (for the purpose of conveying information, news and the like only)
10. Banking, insurance, takaful and capital market
11. Community credit (mortgage and *Ar-rahnu*)
12. E-commerce and information technology
13. Production, distillation, storage, supply and distribution of fuels and lubricants
14. Hotels and accommodation (only for quarantine purposes, segregation, employment for necessary services and not tourism purposes)
15. Construction, maintenance and critical repairs
16. Forestry services (limited to enforcement) and wildlife
17. Logistics limited to service delivery is necessary

**B. The Manufacturing Sectors categorized as essential services are as follows:**

1. Aerospace (components and maintenance, repair and overhaul - MRO)
2. Food and drink
3. Packaging and printing materials
4. Personal care items, and detergents
5. Health care and medical products including dietary supplements
6. Personal protective equipment (PPE) including rubber gloves and fire safety equipment
7. Components for medical devices
8. Electrical and Electronics
9. Oil and Gas (Oil and Gas) including petrochemicals and petrochemical products
10. Chemical products
11. Machinery and equipment
12. Textiles for PPE production only
13. Production, distillation, storage, supply and distribution of fuels and lubricants

**Warm idle (10% of workers):**

1. Automotive (vehicles and components)
2. Iron and Steel
3. Cement
4. Glasses
5. Ceramics

**C. Agriculture, Fisheries, Livestock, Plantation and Commodities**

1. Agriculture, fisheries and livestock and their chains (eg shops selling fertilizers and pesticides/oil palm fruit processing factories are allowed to operate)
2. Plantation and its commodities and chains (oil palm, rubber, pepper and cocoa)

**D. Construction**

1. Critical maintenance and repair works
2. Major public infrastructure construction works
3. Building construction works that provide complete employee accommodation on construction sites or workers housed in Centralized Workers Quarters (CLQ).

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## **E. Distribution Trade**

1. Shopping complexes are CLOSED except for premises, supermarkets, hypermarkets and department stores that have food and beverage sections, basic necessities, pharmacies, personal care, convenience stores, mini marts and restaurants for takeaway and home delivery .
2. Supermarkets, hypermarkets, pharmacies, personal care, convenience stores, mini marts and grocery stores as well as department stores are open RESTRICTED to the food, beverage and basic necessities section only,
3. Restaurants, stalls and food outlets
4. Laundry (including self -service)
5. Pet care and pet food stores
6. Eyewear and optical goods store
7. Hardware store
8. Vehicle workshop, maintenance and spare parts
9. E-commerce (all product categories)
10. Wholesale and distribution (all categories of necessary service products only)



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## APPENDIX II

### -LETTERHEAD COMPANY-

References:

Date:

Name: xxxx

No. K/P: xxxx

Position: xxxx

Address: xxxx

### TO WHOM IT MAY CONCERN,

Sir/Madam,

### EMPLOYER CONFIRMATION LETTER TO WORK DURING MCO 3.0 PERIOD

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With all due respect, the above is referred to.

2. As you are aware, Company... .. is allowed to operate during the Service Control Order (PKP) period starting from.... To

3. Accordingly, the bearer of this letter as detailed above is an employee of the Company... .. and will move from his residential address as above to the office / surrounding area as stated in the Appendix (specify the address to be visited by the employee in the appendix) throughout the period of this MCO.

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4. Any further inquiries, you can contact the company officer ..... (NAME), H/P NO: ..... The bearer of this letter and the Company will be fully responsible if it is found that the bearer of this letter misused the letter for personal purposes. Your attention and cooperation in this matter is greatly appreciated and is preceded by a word of thanks.

Thank you,

**(EMPLOYER'S NAME)**

**DISCLAIMER: The original document is written in Malay language. EUROCHAM Malaysia has translated this from the original Malay version at our best understanding and knowledge. Should there be any inconsistency or difference between the English translation and the original Malay version, kindly note that the original Malay document is the final governing and prevailing version.**

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