



## Includes

- Bus service operation
- Bus-Stop Services
- Express bus
- Chartered bus
- Tourist bus
- Mini bus
- Transfer Bus
- Airport Bus
- Workers Bus

### \*Sabah Only

Only bus-stop services and school buses are allowed to operate with 50% passenger capacity. Areas of operation are only allowed within the same district

## Unauthorized Activities

Please refer to the items listed in the List of Unauthorized Activities.

## Fixed Instructions

Regulation 16 P.U. (A) 265/2021.Act 342.

- Emergency (Prevention and Control of Infectious Diseases) (Amendment)
- Ordinance 2021.MKN and KKM Circulars.
- Road Transport Act 1987.
- Land Public Transport Act 2010.Vehicle Licensing Board
- ActTrade 1987.
- Railways Act 1991

**Operating Hours**

6:00 a.m. -12.00 midnight

**Customer Attendance Time**

5.30 am -11.00 p.m.

**Workers Capacity**

**Optimal**

## ACTIVITIES AND PROTOCOLS

Actions	Brief Descriptions
Symptoms Screening, Temperature and Face Masks	<ul style="list-style-type: none"> <li>• Driver               <ul style="list-style-type: none"> <li>✓ Need to undergo symptoms screening and temperature checks before starting tasks.</li> <li>✓ Not allowed to work if symptomatic and temperature exceeds 37.5 ° Celsius</li> <li>✓ Wear a face mask at all times on duty.</li> </ul> </li> <li>• Passengers               <ul style="list-style-type: none"> <li>✓ Need to undergo symptoms screening and temperature checks before boarding the bus.</li> <li>✓ MUST wear a face mask at all times inside vehicles.</li> <li>✓ Perform physical distancing at all times in the vehicles</li> <li>✓ Reduces interaction at all time in the vehicles.</li> </ul> </li> <li>• Drivers/ operators have the RIGHT to prevent passengers from boarding the vehicles if there are symptoms and the temperature exceeds 37.5 ° Celsius.</li> </ul>
Notification by Driver	Make periodic reminder announcements on the bus regarding the wearing of face masks, reducing interaction and performing physical distancing.
Capacity Limit of Public Service Vehicles / Physical Distancing	<ul style="list-style-type: none"> <li>• 50% capacity based on seats except for Sabah, the allowable capacity is 50% (with physical distancing marking).</li> <li>• No marking of physical distancing, however passengers are asked to reduce interaction and perform physical distancing.</li> </ul>



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6:00 a.m. -12.00 midnight

**Customer Attendance Time**

5.30 am -11.00 p.m.

**Workers Capacity**

**Optimal**

## ACTIVITIES AND PROTOCOLS

Actions	Brief Descriptions
Obligations of the Operators	<ul style="list-style-type: none"> <li>• Perform symptoms screening and check temperatures on drivers and passengers.</li> <li>• Provide MySejahtera QR code on each bus.</li> <li>• Record all passenger information manually or using the MySejahtera application.</li> <li>• Provide hand sanitizer at the service location and on the bus.</li> <li>• Provide the latest information on pandemic issues and general information to customers.</li> <li>• Drivers/Operators having the <b>RIGHT</b> to prevent passengers from boarding the vehicles if symptomatic and temperature exceeds 37.5 ° Celsius</li> </ul>
Permission to Cross State/ District	It is the responsibility of the passenger to ensure that cross -district/state permission has been obtained before embarking on the journey.
Passenger records	<ul style="list-style-type: none"> <li>• Passengers are encouraged to use the MySejahtera application to scan the QR code provided for registration purposes</li> </ul>



## Includes

- **Operation of KTMB passenger rail service** (ETS, Intercity & Commuter) Prasarana / RapidRail (MRT, LRT & Monorail) ERL (KLIA Express & KLIA Transit)
- **Business activities and public facilities at the stations**
- **Maintenance, Repairs and Overhauls (MRO)**

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<b>Operating Hours</b>	<b>5:00 a.m. -12.00 midnight</b>	<b>Customer Attendance Time</b>	<b>6.00 am -11.00 p.m.</b>	<b>Workers Capacity</b>	<b>Optimal</b>
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## ACTIVITIES AND PROTOCOLS

<b>Actions</b>	<b>Brief Descriptions</b>
Checking Employees and Passengers Temperature	<ul style="list-style-type: none"> <li>• Check the body temperature of passengers and employees using a temperature imaging camera or thermometer before they enter the paying area.</li> <li>• Passengers and employees who are symptomatic and have a temperature above 37.5 ° Celsius will not be allowed in and are advised to seek medical examination immediately.</li> </ul>
Wearing of Face and Nose Masks	Passengers, employees and traders <b>MUST</b> wear face masks at all times before, during and after using the service.
Operator/ Entrepreneur Responsibilities	<ul style="list-style-type: none"> <li>• Provide access to hand sanitizer on paying and unpaying premises at stations, terminals and in trains.</li> <li>• Provide MySejahtera QR code at each terminal / station.</li> </ul>
Cleaning and Sanitation	<ul style="list-style-type: none"> <li>• Cleaning of trains and facilities after each trip as well as at the depot after ending of operating time.</li> </ul>
Encourage the Use of Electronic Facilities and Transactions	<ul style="list-style-type: none"> <li>• Provides automatic doors for the entry and exit movement of passengers.</li> <li>• Encourage the purchase of tickets online and the use of non -cash transaction cards such as monthly passes and Touch n Go.</li> </ul>



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## ACTIVITIES AND PROTOCOLS

<b>Actions</b>	<b>Brief Descriptions</b>
Passenger Responsibilities	<ul style="list-style-type: none"> <li>• Passengers are encouraged to use the MySejahtera application to scan the QR code provided for registration purposes or manually by writing down personal information and telephone number.</li> <li>• Passengers are asked to perform physical distancing.</li> <li>• Passengers are encouraged to minimize interaction while on the train unless circumstances require otherwise.</li> <li>• Passengers are reminded to be responsible and avoid traveling unnecessarily.</li> </ul>
Passenger Capacity	<ul style="list-style-type: none"> <li>• 50% rail service capacity.</li> <li>• No marking of physical distancing, however passengers are asked to reduce interaction and perform physical distancing.</li> </ul>



## Includes

1. **Facilities and Utilities Management - Maintenance, Repairs**
  - All facilities, utilities and infrastructure facilities are available throughout the terminal area.
2. **Safety and Security**
  - Requirements involving the safety aspects of the public, passengers, operators and service providers.
3. **Scope of Public Transport Services**
  - Management of user needs and movements, management of public transport vehicle services.
4. **Terminal Space Management**
  - Manage every space in the terminal including public, office, commercial space, facilities and utilities

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<b>Operating Hours</b>	<b>Normal</b>	<b>Customer Attendance Time</b>	<b>Normal</b>	<b>Workers Capacity</b>	<b>Optimal</b>
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## ACTIVITIES AND PROTOCOLS

<b>Actions</b>	<b>Brief Descriptions</b>
Symptoms screening, Temperature and Face Masks	<ul style="list-style-type: none"> <li>• Body temperature checks will be done on each passenger/employee who will arrive/depart to/from the terminal by the terminal operator using a temperature scanner (thermal scanner).</li> <li>• If there are passengers/employees who have symptoms such as fever (above 37.5 ° Celsius), cough, cold, shortness of breath and sore throat, the terminal operator must isolate the passenger/employee in the disease control room and not allowed to use public transport.</li> <li>• <b>Passengers, employees and traders are required to wear face masks</b> at all times.</li> </ul>
Provides Hand Sanitizer	It is recommended that terminal operators provide hand sanitizers at the ticket counters and main door area.
Encourage the use of self -service ticket machines	Terminal operators should encourage the public to make ticket purchases and payments at self -service ticket machines.
Control and prevention announcements	The terminal operator shall make COVID-19 control and prevention announcements periodically.



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Operating Hours	Normal	Customer Attendance Hours	Normal	Workers Capacity	Optimal
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## ACTIVITIES AND PROTOCOLS

Actions	Brief Description
Sanitation and Disinfection Process	<ul style="list-style-type: none"> <li>• Terminal operators are required to carry out a cleaning process and disinfection frequently at frequent areas touched such as doors, chairs and handle places and any frequent places. (Minimum every 8 hours)</li> </ul>
MySejahtera application	<ul style="list-style-type: none"> <li>• The terminal operator needs to provide the MySejahtera QR code at every premise and terminal building.</li> <li>• Visitors are encouraged to download and use MySejahtera application as well as scan the QR code provided before entering the terminal.</li> <li>• Record names and phone numbers manually before entering the terminal if not using MySejahtera application</li> </ul>



## Includes

### Operation of taxi and e-hailing services

- Carrying out services of picking up passengers.

<b>Operating Hours</b>	<b>5:00 a.m. -12.00 midnight</b>	<b>Customer Attendance Hours</b>	<b>6.00 am -11.00 p.m.</b>	<b>Workers Capacity</b>	<b>1 passenger</b>
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## ACTIVITIES AND PROTOCOLS

<b>Actions</b>	<b>Brief Description</b>
Physical Distancing /Capacity	i. Limited to 2 people including the driver. <b>Passengers:-</b> i. It is mandatory to wear a face mask at all times. ii. Scan the MySejahtera QR code provided before entering the vehicle or manually writing name and telephone number. iii. Only those <b>without</b> symptoms are allowed to use the service. <b>Driver:-</b> i. It is mandatory to wear a face mask at all times. ii. The driver provides the QR code Mysejahtera in the vehicle. iii. Symptomatic drivers are not allowed to drive/operate.
Inter State/District Travel Approval	It is the responsibility of the passenger to ensure the inter district/state approval has been obtained before embarking on the journey.

## Unauthorized Activities

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## ACTIVITIES AND PROTOCOLS

Actions	Brief Description
Encouraging Electronic Transactions/ Fare Payment	Encouraged to make fare payment through the cashless method.
Encouraging use of Hand Sanitizers	Drivers and passengers are encouraged to use hand sanitizers before and after picking up/dropping off passengers or passengers boarding / disembarking the vehicle.
Use of Face Mask	<ul style="list-style-type: none"> <li>i. Drivers must wear face masks at all time while ferrying passengers;</li> <li>ii. Passengers must wear face masks while in the vehicle.</li> </ul>
Disinfection Process	<ul style="list-style-type: none"> <li>i. Disinfection is recommended at all times after completion of passenger delivery service, according to the suitability of road safety.</li> <li>ii. Mandatory disinfection at the end of the day / end of daily operation.</li> </ul>

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## Includes

1. Freight forwarder and custom agent services
2. Lorry operation
3. Freight train operation
4. Shipping line and Non Vessel Operating Common Carrier (NVOCC) operations
5. Air freight operations
6. Storage activities (warehousing, off dock, central courier distribution)
7. Inland Container Depot Operations
8. Operation of ancillary services to transportation by land, water or air (towing, MRO etc.)

## Unauthorized Activities

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<b>Operating Hours</b>	<b>24 hours</b>	<b>Customer Attendance Hours</b>	<b>24 hours</b>	<b>Workers Capacity</b>	<b>Optimal</b>
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## ACTIVITIES AND PROTOCOLS

<b>Actions</b>	<b>Brief Description</b>
1. Unloading (loading/unloading)	<ul style="list-style-type: none"> <li>• It is encouraged that unloading activities are carried out by the owners of the goods and not by the driver/co driver to reduce employee contact.</li> </ul>
2. Storage (warehouse, off dock, in land container depot etc)	<ol style="list-style-type: none"> <li>i. Mandatory use of face mask and use of hand sanitizer or provide a hand washing area with soap.</li> <li>ii. Implement guidelines for safe distancing practices (1 meter distance signs on the floor, tables and chairs).</li> </ol>
3. Transportation And Logistics Companies	<ol style="list-style-type: none"> <li>i. Drivers and co driver are required to wear face masks and practice physical distancing while on duty and reduce contact during operations.</li> <li>ii. Each driver and co -driver perform symptoms and temperature screening before starting a task.</li> </ol>
4. Land Cargo (Truck/ Van/ Wagon/ Pickup/ Car/ Motorcycle)	<ol style="list-style-type: none"> <li>i. It is recommended to use the mode of cargo transport by rail.</li> <li>ii. It is recommended to operate from 7.00 pm to 7.00 am.</li> <li>iii. Vehicles used need to undergo cleaning and disinfection periodically in accordance with the MOH Guidelines for Cleaning and Disinfection Procedures.</li> </ol>
5. Storage (Warehouse/Efullfilment Center)	Employees for loading/unloading must comply with general SOPs, physical distancing conditions and undergo symptoms screening before commencing duty.



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<b>Operating Hours</b>	<b>24 hours</b>	<b>Customer Attendance Hours</b>	<b>24 hours</b>	<b>Workers Capacity</b>	<b>Optimal</b>
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## ACTIVITIES AND PROTOCOLS

<b>Actions</b>	<b>Brief Description</b>
6. Cross Boundaries Cargo	All air crew, sea crew and truck workers are required to wear face masks and are required to undergo symptoms and temperature screening as well comply with border control rules as agreed between The Malaysian government and the related countries.
7. Land, Air, Sea Cargo	Employees involved are required to wear face masks and must practice physical distancing and perform symptoms screening.  Vehicles are allowed across the district/state for the purpose of sending goods - proof of delivery note/consignment note required
8. Cleaning and Sanitation	Vehicles used need to undergo cleaning and disinfection periodically in accordance with the MOH Cleaning and Disinfection Procedures Guidelines.
9. Emergency Response Protocol - ERP	Provide an ERP that states what to do if COVID-19 infection or a case of COVID-19 infection is detected amongst employees.
10. MySejahtera Application	<ul style="list-style-type: none"> <li>• Drivers, drivers and employees need to use the MySejahtera application before entering any premises for close contact detection.</li> <li>Record names and phone numbers manually before entering the premises if not using the MySejahtera application.</li> </ul>



## Includes

- Activities of receiving non-essential imported cargo/goods on the premises for storage purposes
- Non-essential cargo/goods unloading activities for export purposes
- Storage Activities (warehousing)

**RESTRICTED** to existing items only

## Unauthorized Activities

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## Operating Hours

8 a.m. - 8 p.m.(Monday, Wednesday & Friday)

## Workers Capacity

According to cargo loading requirements

## ACTIVITIES AND PROTOCOLS

Action	Brief Description
Permission to open the premises	Opening of premises for the purpose of unloading these goods must require approval from PDRM by submitting document proof of import/export of goods
Worker movement	Employers must ensure that the list of employees' names is included in the operation application to the PDRM
Number of employees allowed	<ul style="list-style-type: none"> <li>• Maximum 8 workers for unloading 1 cargo/container.</li> <li>• Additional 2 people for each additional cargo/container unloaded at the same time</li> </ul> Eg: 2 cargo/container = 8 + 2 (extra) = 10 workers 3 cargo/container = 8+2+2 = 12 workder <ul style="list-style-type: none"> <li>• Only active duty workers are allowed to be on the premises</li> </ul>
Public Health Protocol	<ul style="list-style-type: none"> <li>• Comply with the general health protocols outlined in the NSC General SOP</li> </ul>



## Includes

- Courier/ p-hailing operations (delivery of goods via private and commercial vehicles)

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**Operating Hours**

6:00 a.m. -12.00 midnight

**Customer Attendance Time**

6:00 a.m. -12.00 midnight

**Workers Capacity**

**Optimal**

## ACTIVITIES AND PROTOCOLS

Action	Brief Description
Legal Compliance	<ul style="list-style-type: none"> <li>• Must have a valid and full driving license (CDL) and aged not less than 18 years.</li> <li>• Comply with the size that has been set under JPJ's method of construction and use.</li> </ul>
Cleaning and Sanitation	Vehicles in use need to undergo cleaning and periodic sanitation.
Physical Distancing	Use cashless payment and contactless delivery for as much as possible.
Reduce COVID-19 Contact Risk	<ul style="list-style-type: none"> <li>• Riders MUST wear a face mask and practice use of hand sanitizer.</li> <li>• Download and register on the MySejahtera application.</li> </ul>
Symptoms and Temperature Screening	<p>Driver</p> <ul style="list-style-type: none"> <li>• Need to undergo symptoms screening and check of temperature before starting tasks.</li> <li>• Not allowed to work if symptom and temperature are excessive of 37.5 ° Celsius</li> </ul>



# TRANSPORTATION & LOGISTICS SOP (MCO)

Updated June 15, 2021

## Includes

- Scheduled / unscheduled domestic and international flight services for passengers and cargo.
- General aviation services including business & private jet operation.

## Unallowed Activities

- Please refer to the items listed in the List of Unauthorized Activities.

## Fixed Instructions

- Regulation 16 P.U. (A) 265/2021 Act 342.
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- Commercial Vehicle Licensing Board Act 1987
- Railways Act 1991
- Merchant Shipping Ordinance 1952
- Civil Aviation Act 1969 [Act 3].
- Air Transport Act 1974 [Act 148].
- Aviation Offenses Act 1984 [Act 307].
- Malaysian Aviation Commission Act 2015 [Act 771].
- Civil Aviation Regulations 2016.

## Operating Hours

According to flight operating hours

## Passenger Attendance Time

According to flight operating hours

## Workers Capacity

## Optimal

## SCHEDULED / UNSCHEDULED FLIGHTS PASSENGERS AND CARGO

Action	Brief Explanation
Arrangement of Seating on the Aircraft	<ul style="list-style-type: none"> <li>• Physical distancing in aircraft is completely exempted for all scheduled and unscheduled flight services including general aviation, private jet operation and helicopters.</li> <li>• For scheduled/unscheduled flights out of Malaysia, the determination of the distance of physical distancing in the aircraft is according to the official national ruling.</li> </ul>
Cleaning and Disinfecting of the Aircraft	<ul style="list-style-type: none"> <li>• The process of cleaning and disinfecting the aircraft must be undertaken after every flight operation accordingly.</li> </ul>
Wearing of Face Masks	<b>All passengers and crew must wear face masks</b> when aboard the aircraft.
Health Screening for the Crew	<ul style="list-style-type: none"> <li>• Use thermal scanners or hand held thermometers before entering the airport terminal.</li> <li>• Daily body temperature check and look out for COVID-19 symptoms such as fever, cough, flu, sore throat or difficulty in breathing for all crew members and to record.</li> <li>• If the body temperature exceeds 37.5°Celsius or has COVID-19 symptoms, that crew member is not allowed to work and has to seek medical attention in a health facility.</li> </ul>



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## Operating Hours

According to flight operating hours

## Passenger Attendance Time

According to flight operating hours

## Workers Capacity

## Optimal

### SCHEDULED / UNSCHEDULED FLIGHTS PASSENGERS AND CARGO

Action	Brief Explanation
Health Screening for Passengers	<ul style="list-style-type: none"> <li>• Use thermal scanners or hand held thermometers before entering the airport terminal.</li> <li>• If the bodily temperature exceeds 37.5°C, passengers are not allowed to board the flight and must seek medical attention at a health facility.</li> </ul>
Check-in at the Counter	<ul style="list-style-type: none"> <li>• Social distancing of at least 1 meter between passengers at check-in counters must be enforced.</li> <li>• Provide indication of social distancing by marking or drawing lines.</li> <li>• Use hand sanitizers after concluding affairs at the check-in counters.</li> </ul>
Boarding	<ul style="list-style-type: none"> <li>• Social distancing of at least 1 meter between passengers at check-in counters must be enforced except at the departure gate before entering the aircraft in the airport terminal.</li> <li>• <b>Face masks are mandatory</b> for all passengers and crew who are boarding the plane.</li> </ul>
Serving of Food	<ul style="list-style-type: none"> <li>• Avoid or minimise interaction with passengers.</li> </ul>
Servicing of Toilets	<ul style="list-style-type: none"> <li>• Vigorous cleaning and disinfecting of toilets must be conducted accordingly.</li> </ul>
MySejahtera Application	<ul style="list-style-type: none"> <li>• Airport operators must prepare MySejahtera QR Codes at all premises.</li> <li>• Download and register for the MySejahtera application for effective contact tracing.</li> </ul>
Interaction Between Passengers	<ul style="list-style-type: none"> <li>• Passengers are advised to minimise interactions with each other while on the flight.</li> </ul>



UNOFFICIAL TRANSLATED VERSION BY EUROCHAM MALAYSIA



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- Emergency Ordinance (Prevention and Infectious Disease Control) (Amendment) 2021.
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- Road Transport Act 1987
- Public Land Transport Act 2010
- Commercial Vehicle Licensing Board Act 1987
- Railways Act 1991
- Merchant Shipping Ordinance 1952
- Civil Aviation Act 1969 [Act 3].
- Air Transport Act 1974 [Act 148].
- Aviation Offenses Act 1984 [Act 307].
- Malaysian Aviation Commission Act 2015 [Act 771].
- Civil Aviation Regulations 2016.

## Operating Hours

According to flight operating hours

## Passenger Attendance Time

According to flight operating hours

## Workers Capacity

## Optimal

## AIRPORTS

Action	Brief Explanation
Health Screening for Workers	<ul style="list-style-type: none"> <li>• Use thermal scanners or hand held thermometers before entering the airport premises.</li> <li>• Daily body temperature check and look out for COVID-19 symptoms such as fever, cough, flu, sore throat or difficulty in breathing for all workers and to note down.</li> <li>• If body temperatures exceed 37.5°Celsius or there are symptoms, said worker is not allowed to enter the airport and must undergo treatment at a health facility.</li> </ul>
Health Screening for Workers and Users	<ul style="list-style-type: none"> <li>• Use thermal scanners or handheld thermometers before entering the airport premises.</li> <li>• If the bodily temperature exceeds 37.5°, workers and users are not allowed to enter the airport premises and must seek medical attention at a health facility.</li> </ul>
Usage of Hand Sanitizer, Face Masks and Rubber Gloves	<ul style="list-style-type: none"> <li>• <b>Face masks are mandatory for all workers, passengers and individuals that enter the airport common areas.</b></li> <li>• All workers at the airport must use hand sanitizers and rubber gloves while on duty depending on location and job scope.</li> </ul>
Physical Distancing and Safety and Health Procedures for Workers	<ul style="list-style-type: none"> <li>• Make sure at least 1 meter of physical distancing is practiced while at ticket counters.</li> <li>• Make sure best practice guidelines for physical distancing are provided such as 1-meter distance marking on floors, tables and chairs except at the departure gate before entering the aircraft at the airport terminal.</li> </ul>
Interaction Between Passengers	<ul style="list-style-type: none"> <li>• Passengers are advised to minimize interactions with each other while in the airport terminal.</li> </ul>



UNOFFICIAL TRANSLATED VERSION BY EUROCHAM MALAYSIA



## Includes

Port operations

## Unallowed Activities

- Please refer to the items listed in the List of Unauthorized Activities.

## Fixed Instructions

- Regulation 16 P.U. (A) 265/2021 Act 342.
- Emergency Ordinance (Prevention and Infectious Disease Control) (Amendment) 2021.
- NSC and MOH Circulars.
- Road Transport Act 1987
- Public Land Transport Act 2010
- Commercial Vehicle Licensing Board Act 1987
- Railways Act 1991
- Merchant Shipping Ordinance 1952
- Civil Aviation Act 1969 [Act 3].
- Air Transport Act 1974 [Act 148].
- Aviation Offenses Act 1984 [Act 307].
- Malaysian Aviation Commission Act 2015 [Act 771].
- Civil Aviation Regulations 2016.

Operating Hours

12.00pm – 12.00 am

Customer Attendance Hours

12.00 am – 12.00 pm

Workers Capacity

Optimal

## SEA PORTS

Action	Brief Explanation
Physical Distancing and Health Procedures for Workers	<ul style="list-style-type: none"> <li>• <b>The wearing of face masks by every worker in public spaces are mandatory.</b></li> <li>• Make sure physical distancing is practiced at counters and loading.</li> <li>• Ensure physical best practice guidelines/physical distancing are provided such as 1-meter distance signs on the floor, tables and chairs.</li> </ul>
Health Screening for Workers	<ul style="list-style-type: none"> <li>• Use thermal scanners or handheld thermometers at the main gates.</li> <li>• Check body temperatures (only one (1) time while the worker is entering the main gate).</li> <li>• Look out for COVID-19 symptoms such as fever, cough, flu, sore throat or difficulty in breathing for all workers daily and to note down.</li> <li>• If body temperatures exceed 37.5°Celsius <b>or</b> there are COVID-19 symptoms, said worker is not allowed to enter the port premises and must undergo treatment and a health facility.</li> </ul>
Health Screening for Customers	<ul style="list-style-type: none"> <li>• <b>Wearing of face masks in public spaces are mandatory.</b></li> <li>• Use thermal scanners or handheld thermometers at the main gates.</li> <li>• Check body temperatures (only one (1) time while the worker is entering the main gate).</li> <li>• If body temperatures exceed 37.5°Celsius <b>or</b> there are COVID-19 symptoms, said customer/visitor is not allowed to enter the port premises and must undergo treatment and a health facility.</li> </ul>





# TRANSPORTATION & LOGISTICS SOP (MCO)

Updated June 15, 2021

## Includes

Port operations

## Unallowed Activities

- Please refer to the items listed in the List of Unauthorized Activities.

## Fixed Instructions

- Regulation 16 P.U. (A) 265/2021 Act 342.
- Emergency Ordinance (Prevention and Infectious Disease Control) (Amendment) 2021.
- NSC and MOH Circulars.
- Road Transport Act 1987
- Public Land Transport Act 2010
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- Civil Aviation Act 1969 [Act 3].
- Air Transport Act 1974 [Act 148].
- Aviation Offenses Act 1984 [Act 307].
- Malaysian Aviation Commission Act 2015 [Act 771].
- Civil Aviation Regulations 2016.

Operating Hours

12.00pm – 12.00 am

Customer Attendance Hours

12.00 am – 12.00 pm

Workers Capacity

Optimal

## SEA PORTS

Action	Brief Explanation
Distance Between Worker/ Visitor /Customer	<ul style="list-style-type: none"> <li>• Physical distancing of at least 1 meter.</li> <li>• Reduce interaction between each other.</li> </ul>
Contactless Transactions	<ul style="list-style-type: none"> <li>• The usage of self-service machines, e-wallet / contactless payment (payWave) are encouraged.</li> </ul>
MySejahtera Application	<ul style="list-style-type: none"> <li>• Port operators must prepare MySejahtera QR codes at all premises.</li> <li>• Ensure that all workers download and register for MySejahtera for effective contact tracing.</li> <li>• Record names and telephone numbers manually before entering the premises if not using MySejahtera.</li> </ul>



## Includes

- Scheduled passenger ferry services.

## Unauthorized Activities

Please refer to the items listed in the List of Unauthorized Activities.

## Fixed Instructions

Regulation 16 P.U. (A) 265/2021.

- Act 342.
- Emergency (Prevention and Control of Infectious Diseases) (Amendment) Ordinance 2021.MKN and KKM Circulars.
- Road Transport Act 1987
- Land Public Transport Act 2010
- Commercial Vehicle Licensing Board Act 1987
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- Aviation Offences Act 1984 [Act 307].
- Malaysian Aviation Commission Act 2015 [Act 771].
- Civil Aviation Regulations 2016.

Operating Hours

Usual operating time

Customer Attendance Time

Usual operating time

Workers Capacity

60%

## PASSENGER FERRIES

Action	Brief Description
Temperature Check	<ul style="list-style-type: none"> <li>Place thermal scanners or hand held thermometers at all ferry terminal entrances.</li> </ul>
Health Screening For workers	<ul style="list-style-type: none"> <li>Place thermal scanners or hand held thermometers at all ferry terminal entrances. Only one (1) time body temperature check to be done while employees enter at the main door.</li> <li>If body temperature exceeds 37.5 degrees Celsius or is symptomatic of COVID-19 such as fever, cough, flu, sore throat or shortness of breath, workers are not allowed to work and need to seek treatment at the facility health.</li> <li>Employee attendance records shall be recorded and kept for reference if necessary.</li> <li><b>Wearing of face mask by each employee in public areas is mandatory.</b></li> </ul>
Health Screening For Passengers	<ul style="list-style-type: none"> <li>Place thermal scanners or hand held thermometers at all ferry terminal entrances.</li> <li>If body temperature exceeds 37.5 degrees Celsius or is symptomatic of COVID-19 such as fever, cough, flu, sore throat or shortness of breath, workers are not allowed to work and need to seek treatment at the facility health.</li> <li><b>Wearing of face mask is mandatory.</b></li> </ul>



## Includes

- Scheduled passenger ferry services.

## Unauthorized Activities

Please refer to the items listed in the List of Unauthorized Activities.

## Fixed Instructions

Regulation 16 P.U. (A) 265/2021.

- Act 342.
- Emergency (Prevention and Control of Infectious Diseases) (Amendment) Ordinance 2021.MKN and KKM Circulars.
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- Civil Aviation Regulations 2016.

Operating Hours

Usual operating time

Customer Attendance Time

Usual operating time

Workers Capacity

60%

## PASSENGER FERRIES

Action	Brief Description
Ticket Counters and While Boarding Ferries	<ul style="list-style-type: none"> <li>Enforcement of physical distancing of at least 1 meter between passengers.</li> <li>Line marking for physical distancing.</li> <li>Encourage online purchases or at vending machines.</li> <li>The use of face masks by passenger ferry company counter agents and all customers.</li> <li><b>Operators have the RIGHT</b> to prevent passengers from boarding the ferry in the event of symptoms.</li> </ul>
Ferry Seating Rules / Ferry Procedures	<ul style="list-style-type: none"> <li><b>Wearing a face mask is mandatory at all times on the ferry.</b></li> <li>50% passenger capacity with physical distancing.</li> <li>Preference block seats by passengers are not allowed.</li> <li>Reduce interaction and physical contact with each other.</li> </ul>
Meal Service	<ul style="list-style-type: none"> <li>No meal service is provided</li> </ul>
Lavatory Service	<ul style="list-style-type: none"> <li>Cleaning and disinfecting toilets every time the ferry is at the pier.</li> <li>Scheduled toilet cleaning and disinfection on passenger ferries.</li> </ul>
MySejahtera App	<ul style="list-style-type: none"> <li>Download and register the MySejahtera application for close contact tracking.</li> <li>Record the name and telephone number manually before entering the premises if not using the MySejahtera application.</li> </ul>