



NATIONAL RECOVERY PLAN (NRP) – PHASE 1 SOP

UPDATED : 3 AUGUST 2021

Unofficial
Translation



Permitted Activities
<ul style="list-style-type: none"> Permitted Essential Service sectors Purchasing / obtaining essential goods and services Obtaining healthcare treatment & medicine Conducting Official Government business.
Prohibited Activities
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Standing Orders
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Effective Period	As prescribed in the brief description	Permitted Hours for Activities	As prescribed in the brief description	Movement	Conditional
ACTIVITY AND PROTOCOL					
Activity	Brief Description				
1. Areas Involved	<p>KEDAH, SELANGOR, NEGERI SEMBILAN, MELAKA, JOHOR, FEDERAL TERRITORY OF KUALA LUMPUR AND FEDERAL TERRITORY OF PUTRAJAYA</p> <p>*For areas under an EMCO, the EMCO SOP for those areas are applicable until their respective EMCO expiry dates.</p>				
2. Effective Period	Commencing 4 August 2021 (commencing 12:01am)				
3. General Health Protocol	<ul style="list-style-type: none"> The license holder and premise owner to ensure control on the entry and exit movement of customers on the premises with at least 1 meter physical distancing. It is mandatory for the license holder and premise owner to provide a MySejahtera QR code and a customer attendance registration book. Hand sanitizers are to be provided at entrances and to ensure its use before entry. Use of the MySejahtera app is mandatory in areas with extensive internet access. Use of the customer attendance registration book is only allowed for areas without internet access or for other reasonable reasons (senior citizens, no smartphone and others). The license holder and premise owner to ensure customers check-in to the premises using MySejahtera or to manually write down their name and telephone number if there is no internet access. It is mandatory for employers, workers, customers and visitors to check in with MySejahtera or to manually write down their name and telephone number legibly before entering the premises including at Government, private sector and individual offices. For shopping centres, supermarkets or departmental stores, customers only need to scan their body temperature once at the entrance to the complex and not at every business premise within one complex.¹ 				



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3. General Health Protocol	<ul style="list-style-type: none"> A person with a body temperature of above 37.5 degree Celsius is not allowed to enter the complex and premises. The owner of the complex and premises outside the complex must ensure that only customers with the status “Low Risk” including “Casual Contact Low Risk” in the MySejahtera app are allowed inside their respective complex / premises. Children the age of 12 and under are not allowed to be in public areas and facilities except for the purpose of emergency, treatment and education and exercise. The license holder and premise owner to limit the number of customers on the premises with physical distancing of at least 1 meter radius at any given time. Every premise must display the maximum number of customers at any given time. The use of a queue numbering system is encouraged for customers entering a premise. All building owners must provide a QR code for each floor. Employees, suppliers and customers are required to wear face masks correctly in accordance with MOH recommendations while on the premises. To ensure there is VENTILATION AND a good VENTILATION SYSTEM on the premises based on the ventilation and indoor air quality guidelines issued by the Department of Occupational Safety and Health (DOSH). It is mandatory to wear face masks especially while in congested public areas except for the following activities and areas: <ol style="list-style-type: none"> Hotel rooms or privately paid accommodation involving members of the same household. Individual workspaces. Outdoor sports and recreational activities. Own vehicles involving members of the same household. Indoor or outdoor areas and public places without any other individual. While eating and drinking in public without any other individual (other than in restaurants or eateries). 				



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4. Movement Control	<ul style="list-style-type: none"> No crossing of state and district borders (based on the district borders set by the State Government). The Royal Malaysian Police (RMP) is responsible for exercising control over infected areas with the assistance of ATM, APM & RELA. Entry and exit routes of NRP areas are closed and entry is controlled by the RMP. Only two (2) people from a household are allowed to go out to obtain food supplies, medicine, supplements and basic necessities in a radius not exceeding 10 kilometers from their residence. A maximum of three (3) people including the patient is allowed to go out to obtain healthcare services, medication, test screening, vaccination program, safety or emergency in a radius not exceeding 10 kilometers from their residence or to a place closest to their residence if the healthcare service or medication is not available within a 10 kilometer radius from their residence. The number of passengers allowed in a taxi and e-hailing is limited to only two (2) people including the driver, the passenger must sit at the back. The number of people allowed in a vehicle carrying goods as well as for the economic or industry activity chain (except for worker transport) is dependent on the commercial vehicle registration license. The number of people allowed in a Department Vehicle or an Official Post Car is based on the capacity of the vehicle. Activities and services at all airports and ports are allowed to operate 24 hours. 				



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4. Movement Control	<ul style="list-style-type: none"> Unloading activities involving non-essential goods at factories are limited to deliveries and acceptance of goods or cargo for existing stockpile for the purpose of import and export only from 8:00am to 8:00pm on Mondays, Wednesdays and Fridays. Unloading activities involving essential goods are not subject to this restriction and operates as usual. Public land and sea transportation services such as worker transport, bus stops, express buses, LRT, MRT, ERL, monorail, ferries, and other public transport are allowed to operate based on 50% of the vehicle capacity (operational hours and frequency is subject to the Ministry of Transport). Movement in cases of death, natural disaster is allowed after obtaining permission from the RMP. Movement for disaster or humanitarian relief by NGOs must obtain permission from the State Disaster Management Committee or District Disaster Management Committee in the affected area and the assistance must be channelled through the Disaster Operations Control Center in that area. Inter-district and inter-state movement for the purpose of COVID-19 vaccination in Vaccination Centres (<i>Pusat Pemberian Vaksin [PPV]</i>) in a district or state outside their residential area is allowed by showing appointment details through the MySejahtera app, online or SMS. State Assemblymen and Members of Parliament are allowed to cross districts and states to visit their respective constituency without organizing any event. Crossing states and districts are not allowed for long distance married couples. Movement for Short Term Business Travellers under the One Stop Centre (OSC) Initiative for official or business purposes is allowed after obtaining permission from the RMP. 				



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5. Civil Service	<ul style="list-style-type: none"> Subject to the current orders of the Chief Secretary of the Government. Implement a full Work From Home (WFH) arrangement excluding frontliner services, security, defense and enforcement Attendance at the Office is allowed only for essential services and not exceeding 40% at any one time based on priority to work processes that cannot be implemented by WFH such as the payment of contracts / invoices / salaries, payment / distribution of monthly / periodic aid to citizens, maintenance / security of the premises, ICT technical management for system maintenance and online meets and document preparation involving Cabinet. Government service counters are allowed to physically operate from 1 July 2021 onwards involving: <ol style="list-style-type: none"> Services that cannot be rendered online; Counter staff capacity does not exceed 50%; and Physical attendance of customers is only through appointments. Attendance to the office must be accompanied by an official order document and employee pass. 				
6. Private Sector	<ul style="list-style-type: none"> All essential service sectors approved by the relevant Ministry or Agency can operate during the NRP period subject to an approval letter of the relevant Ministry effective 1 June 2021. The movement of workers is subject to the registration or operating approval letter or employee pass or employer confirmation letter. Employee attendance capacity for the private sector in the essential services including operations and management is limited to 60%. 				



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7. Meetings	<ul style="list-style-type: none"> Meetings must be conducted via video conferencing. 				
8. Seminars, Workshops, Courses, Training and Lectures	<ul style="list-style-type: none"> Seminars, workshops, courses, training and lectures are not allowed except for ongoing internal training that can be conducted in training areas through the Camp Based Training method. Seminars, workshops, courses, training and lectures conducted online are allowed. Critical interviews which must be conducted face-to-face and online are allowed. 				



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9. Business and Services	<ul style="list-style-type: none"> Restaurants, eateries, dining outlets, food trucks, roadside hawkers, mobile hawkers, food courts, hawker centres, roadside stalls or kiosks, are allowed to operate between 6:00am to 10:00pm by take-away, drive-through or delivery. Dine-in and <i>park & dine services</i> are not allowed. Picnic activities are not allowed. Grocery stores, convenience stores, personal care stores and mini marts are allowed to operate between 8:00am to 8:00pm. Daily necessity stores such as hardware stores, vehicle workshops, baby goods stores and religious goods are allowed to operate between 8:00am to 8:00pm. Healthcare services such as hospitals, clinics, and medical laboratories can operate 24 hours or in accordance with their operational license. Pharmacies can operate from 8:00am to 8:00pm. Petrol stations can operate from 6:00am to 8:00pm except for petrol stations on highways which can operate 24 hours. Supermarkets, hypermarkets, and departmental stores can be open from 8:00am to 8:00pm. Book and stationery stores, computer and telecommunications stores are allowed to operate from 8:00am to 8:00pm. Veterinarians and pet food stores are allowed to operate from 8:00am to 8:00pm. Laundry services, self-service laundromats and optical stores are allowed to operate from 8:00am to 8:00pm. Self-service laundromats must ensure an employee is on the premises with adherence to the prescribed SOP. 				



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10. Markets	<ul style="list-style-type: none"> Day markets and public markets can operate from 6:00am to 4:00pm subject to the local authorities (LA) with compliance to SOPs and supervision of RELA or LA officers. Controlled Fresh Markets (<i>Pasar Segar Terkawal – PST</i>) are allowed to operate from 7:00am to 2:00pm. Permanent Farmers Markets (<i>Pasar Tani Kekal – PTK</i>), MyFarm Outlets (MFO) and Local Farmer Organization Complexes (<i>Kompleks Pertubuhan Peladang Kawasan – PPK</i>) are allowed to operate from 6:00am to 4:00pm. Wholesale markets are allowed to operate from 12:01am to 6:00am and 11:00am to 4:00pm subject to the local authorities (LA) with compliance to SOPs and supervision of RELA or LA officers. Night markets, morning markets, farmers' markets and weekly markets are not allowed to operate. 				
11. Mining and Quarrying	<ul style="list-style-type: none"> The supply of minerals and rock materials as well as its movement from the mine or quarry to a premise or major public infrastructure construction project and building construction works are allowed in this SOP. The supply of cement as well as its movement from the mine or quarry to a premise or major public infrastructure construction project and building construction works are allowed in this SOP. Mining and quarry maintenance works are allowed based on the Mining and Quarry SOP. Mining and quarry operations are allowed with a workforce capacity of up to 60% subject to the Mining and Quarry SOP. 				
12. Agriculture, Fisheries, Livestock, Farming and Commodities	<ul style="list-style-type: none"> Refer to the List of Essential Services According to Sector which are allowed to operate. Fishing activities for subsistence purposes are allowed. 				



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13. Education	<ul style="list-style-type: none"> All Public & Private Higher Educational Institutions, Vocational Institutes, other schools under the Ministry of Education (MOE), <i>tahfiz</i> centers and other educational institutes are to be closed. HEIs under the purview of the Ministry of Higher Education (MOHE) can continue online. All schools and educational institutes under MOE, private educational institutes under the school category and tuition centers, language centers, skill centers, counselling centers and others registered under MOE are to be closed commencing 29 June 2021. Only international school and expatriate school students sitting for international examinations are allowed to attend to sit for their examination according to the examination schedule set by the international examination body. All in-person <i>Pengajaran dan Pembelajaran</i> (PdP) activities are not allowed except for students in need. International examinations and professional bodies as well as research activities which require laboratory facilities at HEIs are allowed in accordance with the relevant HEI SOP and movement must be accompanied by confirmation from the Ministry of Higher Education (MOHE) or relevant HEI. Students in boarding school, universities or educational institutes are allowed to be in the boarding school, university or institution and continue hybrid learning. 				



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14. <i>Tabikas</i> , Childcare Centers, Kindergartens, Daycare Centers and Residential Daycare Centers	<ul style="list-style-type: none"> <i>Tabikas</i>, childcare centers, daycare centers, private kindergartens, kindergartens in private, international and expatriate schools as well as mind development centers for children between the ages of 4 and 6 are not allowed to operate except for children whose parents and guardians are both frontliners and working in essential services. Residential care centers or rehabilitation centers for children, People with Disabilities, senior citizens, women and multi-purpose care centers are allowed to operate in accordance with the SOPs prescribed under the relevant Ministry, Department or Agency. Parents or guardians sending children to childcare centers are allowed to in accordance with the vehicle capacity. 				
15. Religion	<ul style="list-style-type: none"> Prayer activities are limited to a maximum of 12 members from the mosque and <i>surau</i> Committee. Other activities are not allowed. The Muslim <i>akad nikah only</i> are allowed in Religious Departments / Agencies with attendance in accordance with State Religious Authority directives. Muslim funeral arrangements are allowed in accordance with State Religious Authority directives. Non-Muslim House of Worship activities are limited to a maximum of 12 members from the house of worship Committee and the attendance of worshippers are not allowed. The registration of marriages for non-Muslims at the National Registration Department (NRD), Houses of Worship and Religious Associations is allowed with attendance according to NRD directives. Non-Muslim funeral arrangements are allowed in accordance with the Ministry of National Unity directives. 				



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16. Sports and Leisure	<ul style="list-style-type: none"> Non-contact sports and recreational activities carried out individually in open areas is LIMITED to jogging, cycling, exercising and individual sports without the involvement of sports and recreational facility operations which can be played casually close to the home only with compliance to physical distancing of at least 2 to 3 meters and carried out in the neighbourhood from 7:00am to 8:00pm. Individual sports activities are those such as skateboarding, inline skating and the like. Central training programs including tournaments or closed competitions with quarantine organized by the National Sports Council (MSN) using the Camp Based Training concept. Central training programs with quarantine organized by the State Sports Councils (State MSN) using the Camp Based Training Concept. Central training programs with quarantine for teams in the Malaysian Football League (MFL) using the SPORTS BUBBLE model (Camp Based Training). Hosting of private Malaysian Football League matches by the Malaysian Football League (MFL) using the SPORTS BUBBLE model without the attendance of spectators or supporters. 				



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17. Creative Industries	<ul style="list-style-type: none"> Development and broadcasting of creative content through recordings or live broadcasts including animation, filming, drama, promotions, sitcoms and the like, including dance arts, theatre arts, musical arts, cultural and heritage performances as well as musical art activities are not allowed except for individual talks and live streaming. Broadcast by recording or live broadcast programs in the form of information presentation (other than entertainment) such as news, forums, talks are allowed. 				
18. Other Activities	ANY ACTIVITY NOT STATED IN THIS SOP IS NOT PERMITTED.				



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ACTIVITY AND PROTOCOL

LIST OF ESSENTIAL SERVICES ALLOWED TO OPERATE

- Food and beverage, including for animals
- Healthcare and medication including supplements, personal care and animal clinics as well as veterinary services
- Water
- Energy
- Security and safety, defense, emergencies, welfare and humanity support
- Waste management and public sanitation and sewerage
- Transport through land, water or air
- Port, shipyard and airport services and operations including unloading, *laiter* transport, cargo handling and pilotage (*pemaliman*), and storage or bulk commodity
- Communications including media, telecommunications and internet, post and courier and broadcasting (only for the purpose of conveying information, news and the like)
- Banking, insurance, *takaful* and capital markets (60% entire capacity subject to the Financial Services Sector SOP by Bank Negara Malaysia)
- Community credit and pawn shops
- eCommerce and information technology
- Production, distillation, storage, supply and distribution of fuels and lubricants
- Hotel and accommodation (only for the purpose of quarantine, segregation, work for the essential services and not tourism purposes)
- Critical construction, maintenance and repair
- Forestry services (limited to enforcement) and wildlife
- Legislature and the judiciary
- Lawyers and commissioner of oaths
- Accounting services.
- Logistics limited to delivery of essential services



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ACTIVITY AND PROTOCOL

ESSENTIAL SERVICES ACCORDING TO SECTOR

- A. Manufacturing (60% worker capacity)**
1. Aerospace (components and maintenance, repair and overhaul - MRO)
 2. Food and beverage
 3. Packaging and printing materials only related to food and health goods
 4. Personal care items and detergents
 5. Health care and medical products
 6. Personal safety items, personal protective equipment (PPE) including rubber gloves and fire safety equipment
 7. Components for medical devices
 8. Electrical and Electronics (global economic chain importance)
 9. Oil and Gas including petrochemicals and petrochemical products
 10. Machinery and equipment related only to health and food
 11. Textiles for PPE production only
 12. Production, refining, storage, supply and distribution of fuels and lubricants



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Unofficial
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ACTIVITY AND PROTOCOL

ESSENTIAL SERVICES ACCORDING TO SECTOR

B. Agriculture, Fisheries, Livestock, Farming and Commodities (Optimal Capacity)

1. Agriculture, fisheries and farming as well as its supply chain
2. Farming and commodities as well as its supply chain (palm oil, rubber, pepper and cocoa)

C. Construction

1. Critical maintenance and repair work.
2. Public infrastructure construction works.
3. Building construction work that provides approved employee accommodation on the construction site or houses workers in approved Centralized Worker Quarters (CLQ).
4. Construction works implemented by G1, G2, G3 and G4 contractors.
5. Individual residence renovation works.
6. Government funded construction projects.
7. Land inquiry works.
8. Professional/ consultancy services involved in construction works allowed to operate.
9. Supply chain services involved in construction works allowed to operate.



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ACTIVITY AND PROTOCOL

ESSENTIAL SERVICES ACCORDING TO SECTOR

D. Distributive Trade

- Shopping complexes are **CLOSED** except for supermarkets, hypermarkets and departmental stores **INCLUDING** all listed essential services.
- Supermarkets and hypermarkets.
- Departmental stores **EXCEPT** for the clothing, decorations, cosmetics and toy sections.
- Pharmacies, personal care, convenience stores and mini marts.
- Restaurants
- Laundry (including self-service)
- Pet care and pet food stores
- Eyeglass and optical goods stores
- Hardware stores
- E-commerce (for all product categories)
- Wholesale and distribution (only for all categories of essential service)
- Vehicle, maintenance and spare part workshops
- Other Specialty Retail Stores (petrol stations)
- Books and stationery stores
- Computer and telecommunication stores

E. Others

Any services, works, industry and business as determined by the Government after consultation with the authority regulating the service, work, industry and business in question.

ANY ACTIVITY NOT STATED IN THIS SOP IS PROHIBITED.



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ACTIVITY AND PROTOCOL

Activity	Brief Description
LIST OF PROHIBITED ACTIVITIES (NEGATIVE LIST)	
1. Economic Activities	<ul style="list-style-type: none"> Spas, reflexology, massage centres, wellness operations, beauty salons, hairdressers and pedicure and manicure services. Cyber café and cyber center operations. Driving Training Institutes, Maritime Training Centers and Aviation Training Centers. Photography activities. Predictive number agencies, horse racing and casinos. Liquor factories and store operations.
2. Social Activities	<ul style="list-style-type: none"> Government and private sector Official or Non-Official events. Social Events such as ceremonies, celebratory events, <i>akad nikah</i> or engagement celebrations, weddings, receptions, <i>aqiqah</i> ceremonies, <i>doa selamat</i>, <i>tahlil</i>, anniversaries, birthday celebrations, reunions, retreats and other social gatherings. Receiving guests or visitors at the residence except in cases of emergency and delivery services. In-person seminars, workshops, courses, training, conferences, talks, exhibitions and activities related to Meeting, Incentives, Conventions and Exhibitions (MICE).



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ACTIVITY AND PROTOCOL

Activity	Brief Description
LIST OF PROHIBITED ACTIVITIES (NEGATIVE LIST)	
3. Tourist and Cultural Activities	<ul style="list-style-type: none"> Public tourist attractions such as zoos, farms, aquariums, edutainment centers, extreme, adventure, nature parks, etc. Artwork, cultural and heritage premises such as museums, libraries, art galleries, cultural heritage art centres or villages, cultural performance stages, etc. Theme Parks, Family Entertainment Centres, indoor playgrounds and karaoke including family karaoke External district and state tourist activities Overseas tourist activities by citizens and domestic tourism activities that involve foreign tourists entering Malaysia.
4. Sports and Recreational Activities	<ul style="list-style-type: none"> All sports and recreational activities conducted in groups or with physical contact. All water sports and recreational activities. The operations of ALL sports and recreational facilities or premises EXCEPT for public parks which are subject to the Local Authorities (LA) and sports and recreation venues involving the National Sports Council (MSN), States Sports Councils (State MSNs) and teams under the Malaysian Football League (MFL). Group sports and recreational activities or those involving physical contact. The organizing of tournaments or competitions or local and international matches EXCEPT for internal or closed competitions / tournaments organized by the National Sports Council and team training matches under the Malaysian Football League (MFL). Sports and recreational activities conducted outside or across areas under effective movement control orders EXCEPT with permission from the RMP.



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ACTIVITY AND PROTOCOL

Activity	Brief Description
LIST OF PROHIBITED ACTIVITIES (NEGATIVE LIST)	
5. Creative Industries	<ul style="list-style-type: none"> Lounge hotel performances. Indoor or outdoor busking activities (except at Vaccination Centres). Activities at nightclubs or pubs. Activities at cinemas.
6. Other Prohibited Activities	<ul style="list-style-type: none"> Any activity that can cause the attendance of many people in one place, rendering physical distancing and compliance with orders from the Director-General of Health difficult. Other matters as decided by the Government from time to time.

DISCLAIMER: This unofficial translation is based on the original document which is written in the Malay language. Should there be any inconsistency or difference between this translation and the original document, kindly note that the original document is the governing and prevailing version.