



NATIONAL RECOVERY PLAN – PHASE 2 SOP

UPDATED : 3 AUGUST 2021

Unofficial
Translation



Permitted Activities	Effective Period	As prescribed in the brief description	Permitted Hours for Activities	As prescribed in the brief description	Movement	Conditional
<ul style="list-style-type: none"> Permitted Essential Service sectors Purchasing / obtaining essential goods and services Obtaining healthcare treatment & medicine Conducting Official Government business. 	ACTIVITY AND PROTOCOL					
Prohibited Activities	Activity	Brief Description				
<ul style="list-style-type: none"> Inter-district movement in NRP areas and inter-state movement without permission from the RMP Please refer to the List of Prohibited Activities 	1. Areas Involved	KELANTAN, TERENGGANU, PAHANG, PERAK, PENANG AND SABAH *For areas under an EMCO, the EMCO SOP for those areas are applicable until their respective expiry Dates				
Standing Orders	2. Effective Period	Commencing 5 July 2021 (commencing 12:01am) – Kelantan, Terengganu, Pahang and Perak Commencing 7 July 2021 (commencing 12:01am) – Penang Commencing 10 July 2021 (commencing 12:01am) – Sabah (Please refer to the National Recovery Plan – Phase 2 Sabah SOP)				
<ul style="list-style-type: none"> Regulation 16 P.U. (A) 293/2021. Act 342. Subject to conditions issued by the NSC and MOH. Orders and rules under the Local Authorities. Subject to the Hotspot Identification for Dynamic Engagement (HIDE) report and MOH risk assessment. Other orders issued from time to time by the Director General of Health 						



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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. 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. 				



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General Health Protocol	<ul style="list-style-type: none"> 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 MCO 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. 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. 				



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Standing Orders	<ul style="list-style-type: none"> Movement Control <ul style="list-style-type: none"> Public land and sea transportation services such as worker transport, bus stops, express buses, 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 for long distance married couples are allowed to/from Phase 2 states with the PDRM permission Movement for Short Term Business Travellers under the One Stop Centre (OSC) Initiative for official or business purposes is allowed subject to 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 to the Government (KSN). Government office operations are conducted on a hybrid basis through physical presence at the office and Work From Home (WFH) using the following approach: <ul style="list-style-type: none"> Attendance at the office does not exceed 60% of the total (not including frontliners, security, defence and enforcement services) and 40% WFH on rotation. Counter services are open subject to the current orders of the Chief Secretary to the Government (KSN). 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 MCO 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 80%. 				
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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ACTIVITY AND PROTOCOL

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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, pharmacies, personal care stores, convenience stores and mini marts allowed operate from 6.00am to 10.00pm. Daily necessity stores such as hardware stores, vehicle workshops, baby goods and religious goods stores are allowed to operate between 6.00am to 10.00pm. Healthcare services such as hospitals, clinics, and medical laboratories can operate 24 hours or in accordance with their operational license. Petrol stations are allowed to operate from 6.00am to 10.00pm except for petrol stations on highways which can operate 24 hours. Supermarkets, hypermarkets, and departmental stores are allowed to operate from 6.00am to 10.00pm. Book and stationery stores, computer and telecommunication stores and electrical goods stores allowed operate from 6.00 am to 10.00 pm. Hairdresser salons (basic haircut services only) and beauty salons (basic haircut services only) are allowed to operate from 6.00am to 10.00pm. Veterinarians and pet food stores are allowed to operate from 6.00am to 10.00pm. Laundry services, self-service laundromats, car wash operators, and optical stores are allowed to operate from 6.00am to 10.00pm. Self-service laundromats must ensure an employee is on the premises with adherence to the prescribed SOP.



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<ul style="list-style-type: none"> Inter-district movement in NRP areas and inter-state movement without permission from the RMP Please refer to the List of Prohibited Activities 	10. Markets	<ul style="list-style-type: none"> Day markets and public markets are allowed to 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>Komplex 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. Farmers’ Markets and Morning Markets are allowed to operate from 7:00am to 11:00am limited to main commodities as prescribed by the Ministry of Agriculture and Food Industries. Night markets and weekly markets are not allowed to operate. 				
Standing Orders	11. Mining and Quarrying	<ul style="list-style-type: none"> Mining and quarry operations are allowed with a workforce capacity of up to 80% subject to the Mining and Quarrying SOP. 				
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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. Students and candidates sitting for the <i>Sijil Pelajaran Malaysia</i> (SPM) 2021, <i>Sijil Tinggi Persekolahan Malaysia</i> (STPM), <i>Sijil Vokasional Malaysia</i> (SVM), <i>Sijil Tinggi Agama Malaysia</i> (STAM), <i>Sijil Kemahiran Malaysia</i> (SKM), <i>Diploma Vokasional Malaysia</i> (DVM) and equivalent international examinations are allowed to attend school, crossing districts and states in accordance with the school calendar set by the Ministry of Education (MOE) with confirmation documents from MOE, MARA or relevant Ministry / Agency. The movement to and from school can be accompanied by a guardian. The movement of teachers or lecturers for the purpose of Teaching and Learning classes involved in examinations are allowed with confirmation from MOE, MARA or relevant Ministry / Agency. Movement for the admission of students to dormitories for examination classes set by MOE is allowed with confirmation from MOE, MARA or relevant Ministry / Agency. For students who need to cross states from Peninsular Malaysia to Sabah, Sarawak and F.T. Labuan or vice versa must comply with the current quarantine rules. 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. 				



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Education	<ul style="list-style-type: none"> 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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Standing Orders	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. 				
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16. Sports and Leisure	<ul style="list-style-type: none"> All non-contact sports and recreational activities carried out individually for the purpose of health, exercise and self-training with compliance to physical distancing of at least 2 to 3 meters and carried out in outdoor spaces including partially-outdoor spaces within 10 km of the residence from 6.00am to 10.00pm. Such activities include jogging, exercising, taichi, cycling, skateboarding, fishing, equestrian, archery, hiking, tennis (single), golf, motoring and the like. The operations of all outdoor sports and commercial recreational facilities including those partially-outdoor with compliance to 50% capacity usage / area. Whereas the operations of outdoor sports and recreational and partially-outdoor public facilities are SUBJECT to the Local Authorities (LA). The operations of all sports and recreational facilities OTHER THAN outdoor and partially-outdoor facilities are LIMITED to essential management purposes (finance, maintenance and the like) only with compliance of not exceeding 30% workforce capacity. The organizing of private tournaments or competitions with quarantine WITHOUT the attendance of spectators / supports using the Sports Bubble Model is LIMITED to those hosted by the Ministry of Youth and Sports (KBS), Malaysian Football League and the Petronas Cup Prix Championship only. Central training programs with quarantine organized by the National Sports Council (MSN) and State Sports Councils (State MSNs) using the Camp Based Training concept. 				



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ACTIVITY AND PROTOCOL

LIST OF ESSENTIAL SERVICES ALLOWED TO OPERATE

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



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ACTIVITY AND PROTOCOL

ESSENTIAL SERVICES ACCORDING TO SECTOR

A. Manufacturing (80% worker capacity)

1. Aerospace (components and maintenance, repair and overhaul - MRO)
2. Food and beverage
3. Packaging and printing materials only related to the essential service sectors
4. Personal care items and detergents
5. Healthcare 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
11. Textiles for PPE production only
12. Production, refining, storage, supply and distribution of fuels and lubricants
13. Automotive (vehicles and components)
14. Ceramics
15. Cement
16. Rubber
17. Iron and steel
18. Furniture factories for export purposes



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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, cocoa, timber, *kenaf*, biodiesel and agri-commodity certification)
3. Small-scale logging activities are subject to the Ministry of Energy and Natural Resources SOP.

C. Construction

1. Maintenance and repair works
2. Public infrastructure construction works
3. Construction work that provides approved employee accommodation on the construction site
4. Construction work that houses workers at approved Centralized Worker Quarters (CLQ).
5. Construction works implemented by G1, G2, G3 and G4 contractors.
6. Individual residential / building renovation works
7. Land inquiry works.
8. Government funded construction projects.
9. Professional/ consultancy services involved in construction works allowed to operate.
10. Supply chain services involved in construction works allowed to operate.
11. Site preparation works such as land surveying, earthworks, site marking and clearing.
12. Road and highway construction works.



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ACTIVITY AND PROTOCOL

ESSENTIAL SERVICES ACCORDING TO SECTOR

D. Distributive Trade

- Shopping complexes **INCLUDING** supermarkets, hypermarkets and departmental stores **AND** 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)
- Book and stationery stores
- Computers and telecommunications stores
- Electrical goods stores
- Hairdresser salons (basic haircut services only)
- Beauty salons (basic haircut services only)
- Car wash operators
- Vehicle, maintenance and spare part workshops
- Other Specialty Retail Stores (petrol stations)

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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Prohibited Activities	LIST OF PROHIBITED ACTIVITIES (NEGATIVE LIST)					
<ul style="list-style-type: none"> Inter-district movement in NRP areas and inter-state movement without permission from the RMP Please refer to the List of Prohibited Activities 	Activity	Brief Description				
Standing Orders						
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	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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Prohibited Activities	LIST OF PROHIBITED ACTIVITIES (NEGATIVE LIST)					
<ul style="list-style-type: none"> Inter-district movement in NRP areas and inter-state movement without permission from the RMP Please refer to the List of Prohibited Activities 	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 Inter-district and state tourist activities Overseas tourist activities by citizens and domestic tourism activities that involve foreign tourists entering Malaysia. 				
Standing Orders	4. Sports and Recreational Activities	<ul style="list-style-type: none"> All sports and recreational activities conducted indoors. All water sports and recreational activities EXCEPT for fishing. Sports and recreational activities conducted in groups or involving physical contact. The organizing of all tournaments or competitions EXCEPT for those organized by the Ministry of Youth and Sports (KBS), the Malaysian Football League and the Petronas Cup Prix Championship only. The attendance of spectators or supporters to sports and recreational venues. The entry of Malaysian athletes / trainers / officials / technicians to overseas tournaments or competitions or matches WITHOUT the approval of the Department of Immigration, Malaysia (JIM) and support of KBS / MSN. Sports and recreational activities conducted outside or across areas under effective movement control orders EXCEPT with permission from the RMP. 				
<ul style="list-style-type: none"> Regulation 16 P.U. (A) 293/2021. Act 342. Subject to conditions issued by the NSC and MOH. Orders and rules under the Local Authorities. Subject to the Hotspot Identification for Dynamic Engagement (HIDE) report and MOH risk assessment. Other orders issued from time to time by the Director General of Health 						



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ACTIVITY AND PROTOCOL					
Activity	Brief Description				
LIST OF PROHIBITED ACTIVITIES (NEGATIVE LIST)					
5. Creative Industries and Entertainment Activities	<ul style="list-style-type: none"> Lounge hotel performances. Indoor or outdoor busking activities (except at Vaccination Centres). Activities in night clubs or pubs. Activities in 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.