



Unofficial Translation

FREQUENTLY ASKED QUESTIONS (FAQ's) ON SERVICES UNDER THE TRADE SECTOR DISTRIBUTION THROUGHOUT THE MOVEMENT CONTROL ORDER STARTING 1 TO 14 JUNE 2021 NATIONWIDE

1. What is meant by the distributive trade sector?

Delivering activities include distributing, selling and buying goods (canned, packaged, boxed products and other methods) as well services (barber, beauty salon, store/warehouse storage and others). The trade and distribution sector is divided into three (3) sub -sectors, namely retail, wholesale and distribution of motor vehicles.

2. What is meant by basic necessities?

Basic needs consist of food and beverage supplies, health and hygiene as well as supplies that contribute to human and animal survival includes important services such as petroleum supply, transportation and maintenance services water supply services as well as basic electricity only.

3. What are the distribution trade activities categorized as essential services within the period of the Movement Control Order (First Phase Total Lockdown)?

There are eleven (11) categories of necessary services sub-sectors under the sector distribution trade as follows

Activity	Employee Capacity	Standard Operating Procedures (SOP)
Supermarket/ hypermarket premises, departmental store which has food and beverages section / basic necessities, pharmacy/ personal care store and convenience store/ mini mart and restaurants in the shopping complex.	100%	Limited to customers at all times according to the size business premises area , ensuring one (1) person for every four (4) meters per square



i. Supermarket/ hypermarket limited to food and drink section /basic needs. ii. Departmental store limited to the food section and drinks/ basic necessities. iii. Pharmacy/ personal care store iv. Convenience store/ mini market v. Grocery store	100%	Limited to customers at all times according to the size of the business premises area , ensuring one (1) person for every four (4) meters per square
Restaurant	60%	Dine-in is not allowed.
Laundry (including self -service)	60%	Assign to at least one workers to ensure the control of entry and exit of customers.
Other Specialty Retail Stores Gas stations	60%	Convenience store at the Gas station operates between 8.00 am - 8.00 pm. *
Pet/ animal food store	60%	Only buying and selling of food and animal-care for pets/animals are allowed
Eyewear and optical stores	60%	Only buying and selling activities allowed ; spectacle repairs are allowed
Hardware store	60%	Only hardware product buying and selling activities is allowed. Installation and repair at the customer's home is not allowed
Workshop, maintenance and spare parts	60%	Vehicle wash services not allowed
E-commerce for all categories Product	100%	Distribution Center Subject to normal operating hours.
Wholesale and Distribution for essential service product categories.	100%	Distribution Center subject to normal operating hours

4. Is the category/ type of business not listed in question No. 2 allowed to carry on business during the period of (PKP) First Phase Lockdown?

NO. Only business categories are categorized as essential services should be as per the table on FAQ No. 2 is allowed to operate based on the Strict Operating Procedure Standards (SOPs). Among the types of businesses that are **NOT ALLOWED** to operate during the (PKP) First Total Lockdown Phase period is as follows:

- (i) Clothing, fashion and accessory stores (including shoes, slippers, bags, hats, socks etc.);
- (ii) Furniture stores;
- (iii) Jewelry stores;
- (iv) Electrical and electronics stores;
- (v) Bookstores & stationery;
- (vi) Vehicle accessory stores;
- (vii) Car distribution and sales centers;
- (viii) Car wash center;
- (ix) Barber shops and salons;
- (x) Photographic goods shop/ photographic services;
- (xi) Second -hand stores;
- (xii) Flower shop/ nursery;
- (xiii) Handicraft and souvenir shops;
- (xiv) Antique shops;
- (xv) Toy store;
- (xvi) Carpet store;
- (xvii) Prayer and funeral equipment stores;
- (xviii) Creative content stores/ creative industry equipment;
- (xix) Beauty centres;
- (xx) Outdoor shops (including camping, fishing and other equipment);
- (xxi) Sports equipment stores;
- (xxii) Household goods and kitchen utensils (including tiles, wallpaper, locks, curtains etc.);
- (xxiii) Cosmetics, skin care and perfume stores; and
- (xxiv) Tobacco stores (including vape / electronic cigarettes).

5. Are other types of business categories in one premise allowed to operate?

Only business categories listed as essential services are allowed to operate. Type of business not categorized as essential services are not allowed to operate and the owner of the premises shall close the section.



6. Is there an operating time limit for essential service activities under the distribution trade sector?

All essential service activities of the distribution trade sector are allowed to operate from **8.00 am to 8.00 pm** except for petrol stations allowed to operate from **6.00 am to 8.00 pm** and petrol stations at toll highways that are allowed to operate 24 hours.

7. Do the operating hours for online service including delivery services or 'pick-up' is subjected to operate from 8.00 am to 8.00 pm?

NO. Operation hours of 8.00 am to 8.00 pm are only subjected to business premises only, while distribution centres, e-commerce based business can operate like ordinary.

8. Are business premises not listed under essential service allowed to operate to fulfill online bookings?

YES. However, the premises will not be allowed to open to customers. While employee capacity is only 60%. Hours of operation will be only on **Mondays, Wednesdays and Fridays from 10 a.m. to 6 p.m. only.**

9. Are the operating hours of the Warehouse/ Distribution Centre is subjected to 8.00 am to 8.00 pm rule?

NO. Warehouse/ Distribution Centre has 24 hours operating and can operate as usual.

10. What is a personal care store?

Personal care stores are stores that sell goods personal needs including pharmacies that sell medicines, health products as well as supplements in one premise. The operating time allowed is between 8.00 am to 8.00 pm. Personal care stores that offers spa services, wellness and manicure pedicure such as skin care and beauty products is **NOT INCLUDED** in this category.

11. Are business premises selling various services and goods are included under the categories of essential and no- essential services need to be able to operate?

Business premises that sell essential services and service products which has 70% of essential goods category, will be considered for delivery and approvals to operate. Businesses that do not meet these pre-requisites are NOT allowed to operate.

12. What are the methods to determine the limit on the number of customers of the retail premises including shopping malls at any one time?

For owners of retail business premises, including shopping complexes, they need to ensure a limit on the number of customers at one time (a) based on one (1) customer (x) for every four (4) square meters of floor space trade (y).



Premise owners are also required to clearly display the number of customers allowed to be on the premises at any one time.

An example of the calculation of the customer number limit ($y/x=a$) is as follows :

Premise Format	Total Floor Area (sqm)	Retail Floor Area(sqm)	No. of Customers Allowed
Hypermarket	6,400	1,500	375 pax
Supermarket	800	200	50 pax
Mini Market	180	45	11 pax
Convenience Store	100	25	6 pax
Specialty Store	80	20	5 pax

13. Do shopping complexes, hypermarkets, laundromats and eyewear stores need to provide a staff/employee at the entrances of the premises?

YES. Shopping complexes, hypermarkets, laundromats and eyewear stores are required to provide at least one staff/employee at the entrances of the premises to ensure high SOP compliance.

14. What is the total capacity of employee attendance allowed during the MCO (Total Lockdown Phase One) period?

The attendance capacity of employees is as in question No. 3 covers all levels of office management, operations and support.

15. What is the method to determine the attendance capacity of employees at 60% for premises with less than 10 employees?

For owners of retail, wholesale and distribution business premises with ten (10) employees or less, it is necessary to ensure an employee attendance capacity of 60% as follows:

- (i) Premises with 9 or 8 employees only **five (5) employees are allowed;**
- (ii) Premises with 7 or 6 employees only **four (4) employees are allowed;**
- (iii) Premises with 5 or 4 employees only **three (3) employees are allowed;** and
- (iv) Premises with less than **3 employees are allowed** with the capacity of employee attendance as usual or according to the prescribed duty rotation.



16. What if the retail premises are listed under the Hotspots Identification for Dynamic Engagement (HIDE) System?

If listed in the HIDE System, retail premise owners need to implement intervention measures immediately by increasing control and monitoring compliance with existing SOPs more strictly.

If the premises do not implement the proper intervention measures and are still at risk as an infection area after the risk assessment is made by the District Health Office (PKD) then the premises will be ordered to be closed immediately by PKD.

17. How long will the retail premises listed under the Hotspots Identification for Dynamic Engagement (HIDE) System that were ordered to close by PKD be able to re-operate?

Retail premises ordered to close by PKD may resume operations after a period of three (3) days or as per the period directed by PKD. During the closure period of the premises, sanitation measures and to improve compliance with SOPs must be implemented in accordance with the guidelines set by the Ministry of Health Malaysia (MOH).

18. Does the company need to obtain an operating permission letter to operate during the PKP (Total Lockdown Phase One) period?

For information, the operating permit issued by the Ministry of International Trade and Industry (MITI) and KPDNHEP was previously revoked from June 1, 2021. Therefore, all services under the distribution trade sector must obtain an operating permit from KPDNHEP via the link <https://www.kpdnhep.gov.my> starts on 31 May 2021 (Monday).

19. Should a business that is categorized as a service be allowed to operate even if it has not yet obtained an operation permit?

YES. However, companies still need to obtain an operating permission letter from KPDNHEP, especially for cross-district and state purposes such as delivery of goods and work.

20. Can the renovation work of the business premises be continued?

For ongoing renovation it is necessary to postpone. If there are safety issues, the company needs to get permission from the Ministry of Works (KKR) and the Construction Industry Development Board of Malaysia (CIDB) for the renovation work to continue.



21. Is the maintenance/repair works of essential equipment of the business premises under the list of essential services feasible?

Maintenance/ overhaul of essential equipment of the business premises under the list of essential services is allowed to be carried out. However, the application for approval will be managed by a maintenance contractor.

22. Can the existing push cart / sales booth operate?

NOT allowed to operate.

23. Can the company's headquarters and warehouses located in the MCO area (Total Lockdown) deliver goods to the premises in the EMCO area?

YES. However, employees must use the operating permission letter issued by KPDNHEP for verification by the authorities.

24. Can the motor vehicle distribution sub-sector operate during the MCO (Total Lockdown) period?

NO. Only vehicle, maintenance and spare parts workshops including tire and battery shops are allowed to operate. Companies are also encouraged to conduct appointments and business activities online.

25. Is the customer service call center allowed to operate?

YES. Operations are subject to relevant SOP instructions.

26. Are third party service providers allowed to operate to assist operations and the supply chain?

Services that will have a direct impact on security and the supply of essential services are permitted to operate. Consumers as well as third party service providers need to take into account the relevant SOPs and not put their employees and customer employees at risk of infection.

27. Are cleaning service companies in supermarket/ convenience store/ grocery store premises allowed to operate?

YES. Operations are subject to relevant SOP instructions.

28. Are wholesalers subject to the Essential Services List?

Wholesalers are allowed to operate for the essential service product category only. Wholesalers are one of the important stages of distribution trade. This is to ensure the delivery of goods and adequate stock at the retail level.

29. Are all types of direct selling and franchise businesses allowed to operate?

NO. Only direct sales businesses and franchises that sell services/ products under the definition of essential services will be allowed to operate.

30. What are the Standard Operating Procedure (SOP) that must be complied with by the premises of the distribution trade sector operating?

The latest SOP for the Retail Sector can be downloaded from the website of the Ministry of Domestic Trade and Consumer Affairs (KPDNHEP) via the link www.kpdnhep.gov.my and the National Security Council via the link www.mkn.gov.my

Companies operating in the distribution trade sector are constantly reminded to ensure strict compliance with the above SOPs employees and customers by ensuring minimal, controlled operations and non-congested customers in their respective premises.

Premise owners must ensure that the premises are marked with a distance of 1 meter for customers queuing while at the payment counter or outside the premises.

31. Will the Ministry of Domestic Trade and Consumer Affairs carry out enforcement on the distributive trade sector?

KPDNHEP is one of the agencies that has been delegated under the Prevention and Control of Infectious Diseases Act 1988 (Act 342) to enforce compliance with SOPs under the distributive trade sector.

The KPDNHEP Enforcement Division can take action against any distribution trade premises that violate the SOP of the Retail Sector, including compound action under Act 34



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Notes:

- 1) *It is the joint responsibility of all parties - individuals, bodies, sports associations, companies / operators of open facilities to understand and comply with all current instructions of the National Security Council (NSC) and also the COVID -19 Prevention SOP issued by the Ministry of Health Malaysia (MOH) for us to jointly reduce the risk and curb the spread of this COVID-19 pandemic.*
- 2) *If there is a discrepancy between the official documents involved then the General SOP of PKP issued by the NSC must be applied. For example, business premises have received approval to operate from the ministry but at that time the MCO General SOP did not allow the sub-sector to operate. Therefore, the MCO General SOP instructions from MKN must be complied with and not the operating approval letter.*
- 3) *Any latest changes in line with the latest instructions from the NSC and MOH will be informed from time to time.*

**MINISTRY OF DOMESTIC TRADE
AND CONSUMER AFFAIRS**

31 May 2021

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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