

SOP FOR RETAIL SECTOR DURING CONDITIONAL MOVEMENT CONTROL ORDER

Covering

- Shopping complex
- Supermarket / supermarket
- Departmental store
- Pharmacy / personal care
- Boutique / clothing store
- Convenience store / mini mart

All Activities Allowed Except

- Please refer to matters listed in the list prohibited activities

Fixed Instructions

- Subsection 11 (3) of Act 342
- Subject to instructions and regulations of the local authority
- Operations in PKPD areas are not allowed except grocery stores in PKPD area (8.00 am to 2.00 pm)

Operation Hours

6.00am to
10.00pm

Customers Attendance Hours

6.00am to 10.00pm

Workers Capacity

According to MITI guidelines

ACTIVITIES & PROTOCOLS

Action	Brief Description
Cleanliness of premises	The disinfection and cleaning process is carried out after operating; and The disinfection and cleaning process is carried out 3 times a day during the period of operation especially in public areas such as surau, toilets, stores, offices and counters.
Customer Management	Control the entry and exit of customers to business complexes / premises; Minimize the entry of customers into the premises at one time subject to the area of the premises; and Implement a Public Awareness Program. Premise owners are required to register and download the MySejahtera application for use by customers entering premises.
Health Screening	Ensure all staff, suppliers and customers go through the manual record process or MySejahtera application and body temperature screening. Body temperature is taken only once at the entrance of the complex and not in every business premise under one complex.
Hand Sanitizer Usage	Hand sanitizer is provided at the entrance and is to be used before entry.
Face Mask	Compulsory for employees and customers to wear face masks.
Monitoring and Compliance	Coordinate and monitor that all rules are followed by employees and customers. Raise awareness of the cleanliness of premises and employees.
Social Distancing	Ensure physical distancing of 1 meter at all times.
Contactless Transaction	Encouraged to make payments electronically.

SOP FOR RETAIL SECTOR DURING CONDITIONAL MOVEMENT CONTROL ORDER

Covering

- Laundry (including self-service)

Operation Hours

6.00am to
10.00pm

Customers Attendance Hours

6.00am to 10.00pm

Workers Capacity

According to MITI guidelines

ACTIVITIES & PROTOCOLS

Action	Brief Description
Cleanliness of premises	The disinfection and cleaning process is carried out 3 times a day during the period of operation.
Hand Sanitizer Usage	Hand sanitizer is provided at the entrance and is to be used before entry.
Social Distancing	Assign at least 1 employee to: <ol style="list-style-type: none"> Control the premise entrance and exit of customers; Ensure employee and customer attendance is recorded; Physical distancing of 1 meter while on premises; and Limit the number of customers on the premises at one time.
Body Temperature	Body temperature of employees and customers must be taken.
Face Mask	Compulsory for employees and customers to wear face masks while in premises.
MySejahtera App Usage	Compulsory for owner of premises to register and download the MySejahtera app for the use of customers' entering premises. Ensure all customers are recorded manually or through MySejahtera app.
Contactless Transaction	Encouraged to make payments electronically.

All Activities Allowed Except

- Please refer to matters listed in the list prohibited activities

Fixed Instructions

- Subsection 11 (3) of Act 342
- Subject to instructions and regulations of the local authority
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SOP FOR RETAIL SECTOR DURING CONDITIONAL MOVEMENT CONTROL ORDER

Covering

- Clothing and fashion accessory stores

Operation Hours

6.00am to
10.00pm

Customers Attendance Hours

6.00am to 10.00pm

Workers Capacity

According to MITI guidelines

ACTIVITIES & PROTOCOLS

Action	Brief Description
Cleanliness of premises	The disinfection and cleaning process is carried out 3 times a day during the period of operation.
Hand Sanitizer Usage	Hand sanitizer is provided at the entrance and is to be used before entry.
Social Distancing	<ul style="list-style-type: none"> i. Control the premise entrance and exit of customers; ii. Ensure employee and customer attendance is recorded; iii. Physical distancing of 1 meter while on premises; and iv. Limit the number of customers on the premises at one time.
Body Temperature	Body temperature of employees and customers must be taken.
Face Mask	Compulsory for employees and customers to wear face masks while in premises.
Use of Fitting Rooms / Fashion Accessories	Customers can try out clothes/shoes/fashion accessories.
MySejahtera App Usage	<p>Compulsory for owner of premises to register and download the MySejahtera app for the use of customers' entering premises.</p> <p>Ensure all customers are recorded manually or through MySejahtera app.</p>
Contactless Transaction	Encouraged to make payments electronically.

All Activities Allowed Except

- Please refer to matters listed in the list prohibited activities

Fixed Instructions

- Subsection 11 (3) of Act 342
- Subject to instructions and regulations of the local authority
- Operations in PKPD areas are not allowed except grocery stores in PKPD area (8.00 am to 2.00 pm)

SOP FOR RETAIL SECTOR DURING CONDITIONAL MOVEMENT CONTROL ORDER

Covering

- Restaurants

Operation Hours

6.00am to
10.00pm

Customers Attendance Hours

6.00am to 10.00pm

Workers Capacity

According to MITI guidelines

ACTIVITIES & PROTOCOLS

Action	Brief Description
Cleanliness of premises	The disinfection and cleaning process is carried out 3 times a day during the period of operation.
Hand Sanitizer Usage	Hand sanitizer is provided at the entrance and is to be used before entry.
Social Distancing	<ul style="list-style-type: none"> i. Control the premise entrance and exit of customers; ii. Ensure employee and customer attendance is recorded; iii. Physical distancing of 1 meter while on premises; and iv. Limit the number of customers on the premises at one time.
Body Temperature	Body temperature of employees and customers must be taken.
Face Mask	Compulsory for employees and customers to wear face masks while in premises.
Dine-in	<p>Time must be limited</p> <p>Customers must be physically distanced at a table according to the table size.</p>
Online/Phone Orders	Encouraged to make orders online/phone for take away/dine in.
MySejahtera App Usage	<p>Compulsory for owner of premises to register and download the MySejahtera app for the use of customers' entering premises.</p> <p>Ensure all customers are recorded manually or through MySejahtera app.</p>
Contactless Transaction	Encouraged to make payments electronically.

All Activities Allowed Except

- Please refer to matters listed in the list prohibited activities

Fixed Instructions

- Subsection 11 (3) of Act 342
- Subject to instructions and regulations of the local authority
- Operations in PKPD areas are not allowed except grocery stores in PKPD area (8.00 am to 2.00 pm)

SOP FOR RETAIL SECTOR DURING CONDITIONAL MOVEMENT CONTROL ORDER

Covering

- Furniture shops
- Gold retail shops
- Electric & electronic shops
- Hardware shops
- Pet food shops

Activities Allowed Except

- Please refer to matters listed in list of prohibited activities

Fixed Instructions

- Subsection 11 (3) Act 342
- Subject to enforcement rules of Local Authorities
- Operations inside CMCO areas are not permitted

Operation hours

6.00am to
10.00pmCustomers
Attendance
Hours

6.00am to 10.00pm

Workers
Capacity

According to MITI guidelines

ACTIVITIES & PROTOCOLS

Action	Brief Description
Cleanliness of Premises	Disinfection and cleaning processes are conducted 3 times a day during operation hours
Use of hand sanitisers	Hand sanitisers are to be prepared at entrances and ensure usage before entry into premises
Social distancing	<ul style="list-style-type: none"> i. Ensure control of customers' entry/exit movement at premises ii. Ensure workers and customers attendance are recorded iii. Ensure social distancing of 1 metre whilst inside premise iv. Limit number of customers inside premise at any one time
Wearing of face masks	Ensure workers and customers to wear face masks whilst inside the premise
Body temperature taking	To test body temperature of workers and customers
Contactless Transaction	Encouraged to make electronic payments
Use of MySejahtera App	<ul style="list-style-type: none"> - Premise owners to ensure registration of and download MySejahtera application for usage of customers entering premise - Ensure customers record attendance either manually or MySejahtera application

SOP FOR RETAIL SECTOR DURING CONDITIONAL MOVEMENT CONTROL ORDER

Covering

- Automobile workshops, servicing and replacements

Operation hours

6.00am to 10.00pm

Customers Attendance Hours

6.00am to 10.00pm

Workers Capacity

According to MITI guidelines

ACTIVITIES & PROTOCOLS

Action	Brief Description
Cleanliness of Premises	Disinfection and cleaning processes are conducted 3 times a day during operation hours
Use of hand sanitisers	Hand sanitisers are to be prepared at entrances and ensure usage before entry into premises
Social distancing	<ul style="list-style-type: none"> i. Ensure control of customers' entry/exit movement at premises ii. Ensure workers and customers attendance are recorded iii. Ensure social distancing of 1 metre whilst inside premise iv. Limit number of customers inside premise at any one time
Wearing of face masks	Ensure workers and customers to wear face masks whilst inside the premise
Body temperature taking	To test body temperature of workers and customers
Contactless Transaction	Encouraged to make electronic payments
Use of MySejahtera App	<ul style="list-style-type: none"> - Premise owners to ensure registration of and download MySejahtera application for usage of customers entering premise - Ensure customers record attendance either manually or MySejahtera application

Activities Allowed Except

- Please refer to matters listed in list of prohibited activities

Fixed Instructions

- Subsection 11 (3) Act 342
- Subject to enforcement rules of Local Authorities
- Operations inside CMCO areas are not permitted

SOP FOR RETAIL SECTOR DURING CONDITIONAL MOVEMENT CONTROL ORDER

Covering

- Spectacles and optic equipment shops

Operation hours

6.00am to 10.00pm

Customers Attendance Hours

6.00am to 10.00pm

Workers Capacity

According to MITI guidelines

ACTIVITIES & PROTOCOLS

Action	Brief Description
Cleanliness of Premises	Disinfection and cleaning processes are conducted 3 times a day during operation hours
Use of hand sanitisers	Hand sanitisers are to be prepared at entrances and ensure usage before entry into premises
Social distancing	<ul style="list-style-type: none"> i. Ensure control of customers' entry/exit movement at premises ii. Ensure workers and customers attendance are recorded iii. Ensure social distancing of 1 metre whilst inside premise iv. Limit number of customers inside premise at any one time
Wearing of face masks	Ensure workers and customers to wear face masks whilst inside the premise
Body temperature taking	To test body temperature of workers and customers
Contactless Transaction	Encouraged to make electronic payments
Use of MySejahtera App	<ul style="list-style-type: none"> - Premise owners to ensure registration of and download MySejahtera application for usage of customers entering premise - Ensure customers record attendance either manually or MySejahtera application

Activities Allowed Except

- Please refer to matters listed in list of prohibited activities

Fixed Instructions

- Subsection 11 (3) Act 342
- Subject to enforcement rules of Local Authorities
- Operations inside CMCO areas are not permitted

SOP FOR RETAIL SECTOR DURING CONDITIONAL MOVEMENT CONTROL ORDER

Covering

- Other Specialty Retail Stores
- Petrol Stations

Operation hours

6.00am to 10.00pm

Customers Attendance Hours

6.00am to 10.00pm

Workers Capacity

According to MITI guidelines

ACTIVITIES & PROTOCOLS

Action	Brief Description
Cleanliness of Premises	Disinfection and cleaning processes are conducted 3 times a day during operation hours and nozzle pumps are disinfected frequently
Use of hand sanitisers/soap	Hand sanitisers and soap are to be prepared at shops, surau, toilets, vehicle workshops, manual car wash places and ensure usage before entry into such areas
Social distancing	<ul style="list-style-type: none"> i. Ensure control of customers' entry/exit movement to high risk areas that has close contacts ii. Ensure social distancing of 1 metre whilst iat such areas iii. Limit number of customers at high risk areas having close contacts involving customers such at at shops, surau, toilets, workshlops, car wash places, kiosks at any one time
Wearing of face masks	Ensure workers and customers to wear face masks whilst inside the premise
Body temperature taking	To test body temperature of workers and customers before entering only shops at petrol stations

Activities Allowed Except

- Please refer to matters listed in list of prohibited activities

Fixed Instructions

- Subsection 11 (3) Act 342
- Operations inside CMCO areas are not permitted

SOP FOR RETAIL SECTOR DURING CONDITIONAL MOVEMENT CONTROL ORDER

Covering

- Other Specialty Retail Stores
- Petrol Stations

Operation hours

6.00am to
10.00pm

Customers
Attendance
Hours

6.00am to 10.00pm

Workers
Capacity

According to MITI guidelines

ACTIVITIES & PROTOCOLS

Action	Brief Description
Contactless Transaction	Encouraged to make electronic payments
Safety responses	Companies need to create COVID-19 Response Committee for preparation and implementation of methods in management of COVID-19 infection cases
Use of MySejahtera App	<p>- Petrol stations' owners/operators are required to ensure registration of and download MySejahtera application for usage of customers. MySejahtera QR Code has to be easily scanned by everyone and placed at shops, surau, toilets, workshops, manual car wash areas and anywhere within the petrol station areas that can involve the happenings of close contacts.</p> <p>-Workers and customers need to scan MySejahtera application or list correct names and telephone numbers at registration books prepared before entering premises</p> <p>-Scanning of MySejahtera QR/manual registration are not required for :-</p> <p>-Purchase of petrol via use of credit/debit cards or online applications at pumps</p> <p>-Payment through windows/pigeon holes</p> <p>-Pumping air into tyres</p> <p>-Usage of automatic car washes (except for payment inside shops)</p>

Activities Allowed Except

- Please refer to matters listed in list of prohibited activities

Fixed Instructions

- Subsection 11 (3) Act 342
- Operations inside CMCO areas are not permitted