



INTRODUCTION & OBJECTIVE



1. The Malaysian Government has announced that the country's economy will gradually be opened beginning 4th May 2020.
2. In line with this announcement the State Government has produced sector specific Standard Operating Procedures (SOP) for businesses and industries need to observe. This is in line with the announcement that various segments of the economic sectors in the State will be allowed to operate beginning **12th May 2020**.
3. To ensure their preparedness in resuming operations the businesses and industries need to ensure that they are ready to comply with the conditions and SOP set in the document.
4. The SOP provides recommended actions for businesses and industries to adhere to for the prevention and control of COVID-19 which is still a clear and present danger. The SOP will strengthen public health and surveillance measures to guide businesses and industries while at the same time help to ease pressure on the state's healthcare system.
5. Other than the sectors in the **Prohibited Activities List**, **all other economic sectors are allowed to operate with strict compliance to the SOPs that has been approved by the State Disaster Management Committee (SDMC)**.
6. Conditions to abide by the SOP is outlined in the "**Protection Of Public Health (Measures on the Carrying Out of Activities In Infected Local Areas) Order 2020**" of the **PROTECTION OF PUBLIC HEALTH ORDINANCE 1999** effective from 4th May 2020 till 12th May 2020. This Order shall be read together with the **Prevention and Control of Infectious Disease (Measures Within Infected Work Areas) (No.5) Regulations 2020 [P.U.(A)136/2020]**. Any person intending to conduct activity or business is required to notify **SDMC**, attention to the Chairman of the Divisional Disaster Management Committee (DDMC) in the Division where the business or industry sector is operating, as specified in **SCHEDULE (Paragraph 3)**.
7. Failure to comply with the SOP could result in the permission to operate to be revoked. The **DDMC** will work together with PDRM and other relevant enforcement authorities to monitor and ensure the SOPs are strictly observed. Businesses are advised to constantly communicate with the Ministries/Agencies that are responsible for their business sector any any latest information relating to their economic sector.



NEW NORMAL IN BUSINESS & WAY OF LIFE



1. This SOP has factored in the new normal in the way of life and also in business operations. The Government is taking the whole of society approach. This means that all levels of stakeholders will be engaged to ensure meaningful participation. Eventually this will lead to the smooth, safe and effective process of opening up the State's economy.
2. The fight against the Covid-19 contagion is a shared responsibility that must be cooperate in an optimum manner and every person needs to take all necessary precautions and exercise individual and collective responsibility in this fight against the coronavirus
3. The fight against Covid-19 is a collective responsibility that needs to be shared at all levels be it as individuals, as a community or as an employer. Practising good personal hygiene, prioritising community safety and workers' welfare should be our shared value which precedes all the measures narrated in the SOP.

The new normal covers the following:

Health Measures:

- 1 metre social distancing, ideally 2 metres for all situations
- Use of face mask is to be encouraged at all times and compulsory in uncontrolled conditions (where social distancing is unavoidable due to space constraint in an area.

Public Hygiene Standards

- Regular washing of hands with soap or hand-sanitizer for workers, visitors and customers
- Regular and consistent sanitization of work premise at least twice a day:

Prevention of Infectious Disease:

- Ensure prevention of infectious disease protocols and guidelines in place
- Covid-19 symptoms screening for employees include monitoring of body temperature
- Use of proper Personal Protective Equipment (PPEs) during high risk operations
- Report COVID – 19 related matters to relevant Health Authorities
- Train employees on response to suspected/confirmed COVID-19 cases



NEW NORMAL IN BUSINESS & WAY OF LIVING



Digital Payment Mode

- Promote use of digital payments such as SarawakPay, Boost, Fave, Grabpay or e-wallets from other similar platforms
- Customer Handling or Transactions via appointments
- Promoting online booking

Record of Workers, Visitors and Customers (Contact Tracing)

- Prepare registrar for workers, customers, deliveries and visitors at business premises
- Record keeping of designated seats for customer
- Numbered spots for mobile traders at market/tamu place
- Install CCTV

Avoid Congregation of Crowds:

- Social activities involving crowds such as cinemas, concerts, stadium, night clubs and others listed in prohibited list will not be allowed
- Contact sports activities are disallowed
- Gatherings, open house, festive celebration as highlighted in prohibited list are disallowed
- Activities as listed in the **Prohibited Activities List**

Building/Business/Work Place Design

- Arrangement of business premise design to allow operations that adhere to SOP
- Reduce structures that requires hand contact (eg door knobs)
- Specific location markings to guide customers
- Installation of conducive waiting area to cater for spill over customers

Education and Awareness:

- Use of posters and info graphics
- Making Announcements via Sound System
- Customers Service Managers to control
- Promote e-Delivery and e-Purchases and Self Collect

COVID-19 Applications:

- COVID Trace Sarawak
- Mysejahtera
- MyTrace
- MyGerak



PROHIBITED ACTIVITIES LIST



LIST OF PROHIBITED ACTIVITIES BASED ON JUSTIFICATION BY THE MINISTRY OF HEALTH MALAYSIA AS BELOW:

1. DIFFICULTY IN CROWD CONTROL AT ANY ONE TIME
2. EXPOSURE TO DROPLETS
3. DIFFICULTY IN CONTROLLING BEHAVIOUR
4. PROBABILITY OF CLOSE CONTINUOUS CONTACT
5. PRESENCE IN CLOSE AND CONFINED SPACE FOR LONG DURATION

1. Entertainment & Recreational

- Cinemas
- Karaoke Centres
- Theme Parks
- Museums
- Busking
- Reflexology
- Entertainment Outlets
- Night Clubs

2. Celebration, Procession & Gathering

- Religious procession
- Religious Activities in Mosques and Place of Worship
- Annual Procession (Uniformed Corps Celebration)
- Hari Raya Celebration with Close Family Members
- Gawai Celebration with Close Family Members
- Government and Private Staff Assembly
- Opening Ceremonies

3. Conventions & Exhibitions

- Career Exhibitions
- Wedding Exhibitions
- Tourism Package Promotion
- Sales Carnival
- All types of Conventions /Conferences that involves crowd



PROHIBITED ACTIVITIES LIST



4. Education

- All schools (primary/secondary) and Public/Private Institute of Higher Learning are to be closed until further notice
- School Sports Day
- Face to Face Co Curriculum Activity
- All types of school assemblies
- Any program or activities involving more than 10 people

5. Sports

- Sports competition in stadiums involving large number of supporters and crowd
- All outdoor group activities involving more than 10 like running events, cycling motorcycle convoy and others
- All indoor sports including gymnasiums)
- Swimming Pool
- Contact Sports such as rugby, gusty, boxing, soccer, basketball

6.Social Activity

- Kenduri/Kendara*
- Opening of Fast ceremony
- Wedding ceremonies and anniversary related activities
- Open House during Festivities
- Social & Mass Gatherings ceremonies, social & cultural (talks, gotong-royong involving visiting and similar

7.Transportation

- Cruise Ship Tour

8.Business With Premises / Without Premise / Market Buildings / without Premise/ Retail Shops / Variety/Eateries and Drinks

- Full capacity crowd (based on social distancing of 1 m radius)
- Ramadan Bazaar
- Hari Raya Bazaar
- Gawai Bazaar
- Sales Carnival

9.Centralised Workers Quarters (CLQ)/ hostel for manufacturing & Construction and other sectors

- Receive Visitors
- Group socialising & Sports
- Religious prayer gathering and Group Prayer Meet/religious activities

10. Installation of Machineries (lift, escalator, boilers & others) for service sector and crane towers at construction sites

- Work group involving more than 10 people

11. Clothes wear shop and Fashion Accessories

- Clothes fitting activities



PROHIBITED ACTIVITIES LIST



12. Laundrette (Self Service Laundry)

- Clothes folding activities

13. Talk/Seminar/Courses/Face to Face Training

14. Certification Activity in Agro commodity

15. Barber Shop & Hair Beauty Salon

16. Banking and Financial Services

- Sales and marketing activities outside bank premise/institution or public areas not allowed until announced at later date

17. Forestry Management

- Forest Ecotourism
- Forestry Training

18. Mining & Quarry

- New application for Theory and Practical Examination for Shot-Firer (Blasting)

19. Plantation & Farming

- Meet the Customer Day
- Farm product Sales Day
- Fruit Festival
- Courses/Seminars
- Convocation of Farming Institute
- Bargain sales of farm products (eggs, poultry and others)

20. Fisheries

- Recreational fishing activities (include commercial fish/prawn ponds)
- Ocean parks, exhibition and Aquarium

21. Creativity Art

- Film making/Drama/Documentary/Commercials
- Events/Concert/Cultural Performance
- Program involving crowds at Studio or public space

22. Culture & Arts

- Exhibition involving interaction between Artist and Visitors

23. Tourism & Hotels

- Usage of Hotel Facilities such as Surau, Gymnasium, Spa, Sauna, Lounge, Swimming Pool, Meeting Room, Seminar Room, Training Room, Restaurant & Cafe (For Buffet)

Note: This list is constantly update and correct as of 7 May 2020 but subjected to change
Reference <https://www.pmo.gov.my/ms/2020/05/sop-pembukaan-semula-sektor-ekonomi-2/>