



POST MCO UTILITIES STANDARD OPERATING PROCEDURES

MINISTRY OF UTILITIES SARAWAK

TABLE OF CONTENT

- 1. SECTOR: UTILITIES CUSTOMER SERVICES AND RETAILING**
- 2. SECTOR: UTILITIES OPERATION AND MAINTENANCE**
- 3. SECTOR: UTILITIES CONSTRUCTION OF RURAL UTILITY CONNECTION
SCHEME**
- 4. SECTOR: UTILITIES CONSTRUCTION SITE**
- 5. SECTOR: ENERGY – HYDROGEN GAS**
- 6. SECTOR: OIL AND GAS**
- 7. SECTOR: DISTRIBUTION OF GAS**

FREQUENTLY ASKED QUESTION
SECTOR: UTILITIES CUSTOMER SERVICES AND RETAILING

1. What are the activities that are covered in Customer and Retail Services?

The Customer and Retail Services comprises of payment counter operations, meter reading and billing at site, supply connection or disconnection, maintenance and repair works and complaint management.

2. What is the capacity and operation time allowed for the above activities?

The above activities will resume at 50% capacity and operation time shall be between 7am to 7pm.

3. How will activities such as payment counter operations, meter reading and billing at site, supply connection or disconnection, maintenance and repair work and complaint management be carried out?

The activities will be carried out in accordance to orders issued by SDMC and Regulations of the Local Authorities in force and must comply with Health Control Measures by Ministry of Health (MOH).

4. What is the frequency to check the temperature of the workers?

The temperature of every worker must be checked at least once a day with the first checking before work.

5. What is the protocol to observe social distancing at service counter?

Workers should use face mask. Limited number of customers shall be allowed to enter the premises and deal with the counter. Customer with body temperature exceeding 37.5° Celsius is not allowed to enter. Distance marking is to be provided on the floor, chair and table to ensure the safe distance is adhered to.

6. How do workers practice social distancing during bill delivery, when carrying out supply connection or disconnection work or when carrying out maintenance and repair work?

Workers should use face mask and have no contact with consumer and practice social distancing of at least 1 meter when carrying out the activities.

7. How frequent is disinfection required?

Disinfection is to be carried out frequently and comply with disinfection SOP and procedures for company vehicles and whole office space especially the waiting area and customer service counter.

FREQUENTLY ASKED QUESTION
SECTOR: UTILITIES OPERATION AND MAINTENANCE

1. What are the necessary steps to be taken by the employer to control the spread of Covid-19 in the work place?

The employer needs to provide clear guidelines to all workers on matters that need to be done before, during and after work as provided by Ministry of Health Malaysia (MOH). The employer needs to disseminate the required health education materials regarding Covid-19 to all workers.

2. What are the important steps to be taken by workers before being allowed to enter the work place?

- a) The employer needs to conduct health assessment to ensure that the body temperature of workers does not exceed 37.5° Celsius. Workers with body temperature exceeding 37.5° Celsius are not allowed to enter the work place.
- b) Ensure workers wear face masks at the work place.
- c) Hand sanitization facility must be made available at entrance for workers.
- d) Remind workers to adopt social distancing measures (minimum 1 meter), avoid handshakes among workers and practice frequent washing of hands with water and soap or use hand sanitizers.
- e) Carry out regular disinfection of work place and areas open to public in particular, lift, lobby, toilet, pantry, prayer/rest room, staircase, meeting room, resource room, etc.

3. What are required of the employer during working hours?

The employer is to monitor at regular intervals to ensure that all the guidelines are followed by all the workers.

4. What steps are to be taken by the employer after working hours before workers are allowed to leave the work place?

- a) Workers are encouraged to adopt good personal hygiene practices
- b) Face masks and hand gloves are to be disposed of into covered rubbish bin.
- c) Rubbish is to be disposed of in line with MOH guideline.

5. What are the responsibilities of the workers in assisting the employers to control the spread of Covid-19?

Workers must adopt good personal hygiene practices and to strictly follow the various steps as mentioned above.

FREQUENTLY ASKED QUESTION
SECTOR: UTILITIES CONSTRUCTION OF RURAL UTILITY CONNECTION
SCHEME

- 1. What is the operation time allowed for the construction of Rural Utility Connection Scheme?**
Operation time is from 7am to 7pm with a maximum of 12 working hours.
- 2. What are the scopes involve under construction of Rural Utility Connection Scheme?**
The scopes include utility connection to house or room and connection of main wiring.
- 3. Is there any activity that is not allowed under the construction of Rural Utility Connection Scheme?**
Yes. Any unauthorized activity as per directed by the State Disaster Management Committee (SDMC).
- 4. Is operating under the construction of Rural Utility Connection Scheme in EMCO allowed?**
No. Construction activity of Rural Utility Connection Scheme in EMCO is not allowed.
- 5. What is the preparation that needs to be done by the employer for post MCO?**
The employer needs to prepare the Post MCO Protocol in the workplace which is required to be adhered to by the employees, contractors and customers following the standard procedure from the Ministry of Health.
- 6. What needs to be done to prevent infection under the construction of Rural Utility Connection Scheme?**
The use of face mask is a mandatory at the workplace/ construction site or when interacting and contractors are encouraged to provide the face masks to customers.
- 7. What needs to be done in the case of emergency cause by COVID-19 among the workers?**
In the case of emergency, the Emergency Response Plan shall be complied and employees with symptoms are prohibited to continue working until proven to be healthy.

8. How many workers are allowed at a construction site or premises?

Workers shall be kept at minimal numbers to ensure efficient social distancing.

9. What is the minimum distance allowed among the workers at the construction site or premises?

The distance between individual workers shall be at least one metre while working at the construction site or premises.

10. What is the procedure for decontamination?

Employer shall comply with the SOP of vehicle decontamination and make sure the vehicle transporting the workers has undergo disinfection and sanitization process every time before and after work.

11. What are the records that shall be taken or kept by the employer?

Employer shall store, upkeep and update attendance record, health screening test, movement and personal details of employees.

FREQUENTLY ASKED QUESTION
SECTOR: UTILITIES CONSTRUCTION SITE

- 1. Do contractors need to get permission before they can start work?**
Yes. Operation Authorization Letter must first be obtained from the Ministry of International & Industry (MITI) and the Sarawak State Disaster Management Committee (SDMC) for approval before work on the site is allowed to start. The authorization of the operation is subject to the final decision by SDMC.
- 2. Which areas are not allowed to start construction work?**
Those areas declared under Enhanced Movement Control Order (EMCO) are not allowed to start construction work.
- 3. What is the capacity of the workers allowed to work at the construction site?**
Permitted workforce capacity is 100% but each work site must comply with the current and planned requirements taking into account the minimum number of workers in accordance with the terms of approval. Social distancing as recommended by Ministry of Health (MOH) of at least one (1) meter should be implemented at the site so that workers are not located or work near each other for long periods of time.
- 4. Are foreign workers allowed to work?**
Foreigners (workers or employers) must undergo the Covid -19 Laboratory Test and be confirmed free of Covid-19 disease before being allowed to start work.
- 5. Are workers categorized as Patient Under Investigation (PUI) & Person Under Surveillance (PUS) allowed to work?**
No. They are not allowed to come to work and have to go through the period of quarantine/ isolation set by the MOH.
- 6. Does the contractor need to appoint a worker to coordinate Covid-19 outbreak epidemic prevention measures at the site?**
Yes. Coordinators can include:
a) Safety and Health Officer ("SHO"); or
b) Safety and Health Coordinator ('OSH-C); or
c) Site Supervisor ('SSS'); or
d) Secretary of the Safety and Health Committee; or
e) Owner of company.

7. What is the function of Post Protocol MCO at the construction site?

Workers need to have a Post Protocol MCO at the construction site which covers important steps that workers, contractors and visitors must follow, and what actions to be taken in the event of a Covid-19 infection or a Covid-19 infection investigation of a worker, according to the standard prescribed by MOH and CIDB.

8. What should an employer do if a worker has Covid-19 symptoms?

If a worker has fever or symptoms with a body temperature reading of 37.5°C or more, or any symptoms, the worker is not allowed to enter the construction site and the company should refer the worker to the nearby Panel Clinic or Health Clinic.

Similarly, for workers with symptoms staying at Centralized Labor Quarters (CLQ), they are not allowed to enter the workers' accommodation and the company must refer them to the Panel Clinic or Health Clinic nearby.

9. What to do if there is a Covid-19 infection at the site?

In the event of a Covid-19 infection at the site, the disinfection process must be carried out immediately by the contractor in accordance with the procedures prescribed by the MOH. The contractor must comply with the directive and further advice from the MOH.

10. Who is responsible for carrying out disinfection works at the site?

If Covid-19 infection is found among the workers at the site, the contractor is responsible for carrying out the disinfection works.

FREQUENTLY ASKED QUESTIONS SECTOR: ENERGY - HYDROGEN GAS

1. What activities are allowed to operate under the Hydrogen Gas Sector during post MCO?

The implementation of the projects and maintenance of the hydrogen gas plant are permitted to operate during post MCO.

2. What activities are not allowed to operate?

Please refer to the items listed in the list of the prohibited activities.

3. What is the capacity and the operation hour for the premises?

The premises are allowed to operate at 50% capacity with operation hours from 7am to 7pm.

4. What step need to be taken by the employers during post MCO?

Employers are required to provide post MCO protocols at the workplace that covers important steps according to KKM standard which employees, contractors, and visitors need to adhere to. Employers also need to establish a committee that is responsible to handle cases related to Covid-19.

5. Do the premises need to carry out the sanitation and cleaning process?

Yes. The sanitation and cleaning process should be carried out at least twice daily especially in common spaces such as the lobby, elevator, pantry, meeting room, prayer room, toilet and trash / trash bin.

6. What are the health and safety measures should be taken at the premises?

The premises are required to implement all the following health and safety measures;

- a) Screening of temperature of all employee at the entrance of the premises. Employees with a body temperature of 37.5 ° Celsius and above who have Covid-19 related symptoms are not allowed to enter the premises.
- b) The use of face masks is mandatory for employees, contractors and visitors in general area of the premise and when interacting with others, except when using specific PPE.
- c) Ensure at least 1-meter social distancing between individuals and wearing a face mask.
- d) Encouraged the use of virtual meeting instead of physical.
- e) Provision of 1-meter mark on floors, desks and chairs is carried out especially in areas such as dining areas, queues for entry into the premises, elevators, prayer rooms and others.

f) Mealtime should be implemented in stages, depending on the suitability of the premise.

7. Does the Government incur costs for disinfection at the premise?

No. The cost of sanitation and disinfection should be borne by the employer.

8. What action should the employer take if any of the employee is suspected to have Covid-19 symptoms?

The employer should report the case to the nearest Health Department or referred the case to a nearby Panel Clinic or Health Clinic. The employee will not be allowed to enter the premises.

FREQUENTLY ASKED QUESTIONS SECTOR: OIL AND GAS

1. What activities are allowed to operate under the Oil and Gas Sector post MCO?

The following are activities that are allowed to operate under the oil and gas sector post MCO;

- a) Exploration
- b) Development
- c) Production
- d) Liquefaction
- e) Oil refining
- f) Petrochemicals

2. What activities are not allowed to operate?

Please refer to the items listed in the list of prohibited activities.

3. What is the capacity and operation time allowed for plant / premise?

The plant/premises are allowed to operate at 100% capacity with 24 hours operation hours.

4. What steps need to be taken by the employers during post MCO?

Employers are required to provide post MCO protocols at the workplace that covers important steps according to KKM standard which employees, contractors, and visitors need to adhere to. Employers also need to establish a committee that is responsible to handle cases related to Covid-19.

5. How frequent is disinfection of plant/premises required?

Disinfect are required to be carried out at least twice daily especially in common spaces such as the lobby, elevator, pantry, meeting room, prayer room, toilet and trash / trash bin.

6. What are the health and safety measures should be taken at the plant/ premise?

The plant / premises are required to implement all of the following health and safety measures;

- a) Screening of temperature of all employee at the entrance of the premises. Employees with a body temperature of 37.5 ° Celsius and above who have Covid-19 related symptoms are not allowed to enter the premises.
- b) The use of face masks is mandatory for employees, contractors and visitors in general area of the premise and when interacting with others, except when using specific PPE.

- c) Ensure at least 1-meter social distancing between individuals and wearing a face mask.
- d) Encouraged the use of virtual meeting instead of physical.
- e) Provision of 1-meter mark on floors, desks and chairs is carried out especially in areas such as dining areas, queues for entry into the premises, elevators, prayer rooms and others.
- f) Mealtime should be implemented in stages, depending on the suitability of the premise.

7. Does the Government incur costs for disinfection at the plant / premise?

No. The cost of sanitation and disinfection should be borne by the plant / premise.

8. What action should the employer take if any of the employee is suspected to have Covid-19 symptoms?

The employer should report the case to the nearest Health Department or referred the case to a nearby Panel Clinic or Health Clinic. The employee will not be allowed to enter the premises.

FREQUENTLY ASKED QUESTIONS SECTOR: DISTRIBUTION OF GAS

1. What activities are allowed to operate under the Distribution of Gas Sector during post MCO?

All gas distribution activities under the Distribution of Gas Ordinance 2016 are allowed to operate. These activities are as follows;

- a) import of any gas for regasification, processing, treatment, separation, utilization or distribution;
- b) regasification of gas;
- c) treatment, separation or processing of gas;
- d) transportation of gas;
- e) building, managing or maintaining gas pipeline or other apparatus or equipment or mechanism for the distribution of gas;
- f) supply of gas; and
- g) retail of gas.

2. What activities are not allowed to operate?

Please refer to the items listed in the list of prohibited activities.

3. What is the capacity and operation hours allowed for plant / premise?

The premises are allowed to operate at 100% capacity with operation hours from 7am to 7pm.

4. What step need to be taken by the employers during post MCO?

Employers are required to provide post MCO protocols at the workplace that covers important steps according to KKM standard which employees, contractors, and visitors need to adhere to. Employers also need to establish a committee that is responsible to handle cases related to Covid-19.

5. What are the health and safety measures should be taken at the plant / premise / payment counter?

The plants / premises / payment counters are required to implement all of the following health and safety measures;

- a) Screening of temperature of all employee at the entrance of the premises. Employees with a body temperature of 37.5 ° Celsius and above who have Covid-19 related symptoms are not allowed to enter the premises.
- b) The use of face masks is mandatory for employees, contractors and visitors in general area of the premise and when interacting with others, except when using specific PPE.
- c) Ensure at least 1-meter social distancing between individuals and wearing a face mask.

6. What action should the employer take if any of the employee is suspected to have Covid-19 symptoms?

The employer should report the case to the nearest Health Department or referred the case to a nearby Panel Clinic or Health Clinic. The employee will not be allowed to enter the premises.