



**FREQUENTLY ASKED QUESTIONS (FAQ's)**  
**ESSENTIAL SERVICES UNDER THE DISTRIBUTIVE TRADE SECTOR DURING THE**  
**FIRST PHASE OF TOTAL MOVEMENT CONTROL ORDER NATIONWIDE**

**1. What is meant by the distributive trade sector?**

Delivering activities include distributing, selling and buying goods (products that are canned, packaged, boxed and other methods) as well as services (hairdressers, beauty salons, store/warehouse storage etc.). 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 needs?**

Basic needs consist of food and beverage supply, health and hygiene as well as supplies that contribute to the survival of humans and animals including essential services such as petroleum supply, transportation maintenance services and water supply services as well as primary electricity services only.

**3. What are the distributive trade activities categorized as essential services during the Movement Control Order (Total Lockdown Phase One) period?**

There are twelve (12) categories of essential services sub-sectors under the distributive trade sector as follows:

Activity	Worker Capacity	Standard Operating Procedures (SOP)
Supermarket premises/ hypermarkets, department stores with food and beverage/ basic necessities section, pharmacy/ personal care and convenience store/ mini mart and restaurants in the shopping complex.	100%	Mandating to limit the number of customers at one time according to the size of the business premises by prescribing one (1) person for every four (4) meters per square;

<p>i. Supermarkets/ hypermarkets are limited to the food and beverage/ basic necessities section.</p> <p>ii. Departmental store is limited to food and beverage/ basic necessities section.</p> <p>iii. Pharmacy/ personal care store</p> <p>iv. Convenience store/ mini market</p> <p>v. Grocery store</p>	100%	<p>Mandating to limit the number of customers at one time according to the size of the business premises by prescribing one (1) person for every four (4) meters per square;</p> <p>Distribution Center is subject to normal operating hours</p>
Restaurant	60%	Dine-in is not allowed.
Laundry (including self -service)	60%	Assigning at least one employee to ensure customer entry and exit control for self -service laundry
<p><i>Other Specialty Retail Stores</i></p> <ul style="list-style-type: none"> <li>Gas station</li> </ul>	60%	Convenience stores at gas stations operate between 8.00 am - 8.00 pm
Pet care/ pet food store	60%	Only the sale and purchase of pet care products and food is allowed
Eyeglass and optical goods store	60%	Only buying and selling and repairing spectacles are allowed
Prayer and funeral equipment store	60%	

Hardware store	60%	Only hardware product trading activities are allowed. Installation and repair at the customer's home is not permitted
Vehicle workshop, maintenance and spare parts	60%	Car wash service is not allowed
E-commerce for all product categories	60%	Business premises that conduct business on an e-commerce basis are only allowed for packaging and shipping operations only.
Wholesale and Distribution for service product categories are necessary only.	100%	Distribution Center is subject to normal operating hours.

**4. Is the category/ type of business not listed in question No. 2 allowed to conduct business during the MCO (Total Lockdown Phase One) period?**

**NO.** Only business categories categorized as essential services as per the table on FAQ No. 3 are allowed to operate based on strict Standard Operating Procedures (SOPs). Among the types of businesses that are **NOT ALLOWED** to operate during the MCO (Total Lockdown Phase One) period are as follows:

- i. Clothing, fashion and accessory stores (including shoes, slippers, bags, hats, socks etc.);
- ii. Furniture stores;
- iii. Jewellery stores;
- iv. Electrical and electronics stores;
- v. Bookstores & stationery;
- vi. Vehicle accessory stores;
- vii. Car distribution and sales centers;
- viii. Car wash center;
- ix. Hairdressers and salons;

- x. Photographic goods shop/ photographic services;
- xi. Used goods stores;
- xii. Flower shop/ nursery;
- xiii. Handicraft and souvenir shops;
- xiv. Antique shops;
- xv. Toy store;
- xvi. Carpet store;
- xvii. Creative content stores/ creative industry equipment;
- xviii. Beauty centers;
- xix. Outdoor shops (including camping, fishing and other equipment);
- xx. Sports equipment stores;
- xxi. Household goods and kitchen utensils (including tiles, wall paper, locks, curtains etc.);
- xxii. Cosmetics, skin care and perfume stores; and
- xxiii. Tobacco stores (including vape / electronic cigarettes).

#### **5. What is meant by baby necessities?**

Baby necessities include food and beverages as well as basic necessities such as milk bottles, pampers, wet wipes, medicines and supplements. However, baby clothes such as shoes, socks, shirts and hats are **NOT INCLUDED** in this category.

#### **6. Is there a limit on operating hours for essential service activities under the distributive trade sector?**

All essential service activities under the distributive trade sector are allowed to operate from **8.00 am to 8.00 pm** except for petrol stations which are allowed to operate from **6.00 am to 8.00 pm** and petrol stations on toll highways which are allowed to operate 24 hours.

#### **7. Is online business or e-commerce allowed for all types of products?**

**YES.** However each application will be carefully reviewed based on business registration information, number of employees and period of operation of the company. The Ministry also needs to ensure that the number of employees approved for the e-commerce sector during the MCO period is controlled.

**8. If operating permits are allowed under e-commerce, will all employees (according to attendance limit capacity) go out to the business premises as usual?**

Permission to operate online or e-commerce is intended to reduce the physical mobility of employees and customers. Therefore, business premises owners must ensure that any transactions are conducted online only. While attendance to business premises which is **limited to 60%** is reserved for packaging and delivery of goods only.

**9. What are the operating hours of the Distribution Center/ Warehouse for e-commerce services?**

Subject to normal business operating hours.

**10. What is the operating time for packing and drop off purposes delivery of goods on business premises for e-commerce?**

Between 8.00 am to 8.00 pm.

**11. Can business premises be opened for customers for the e-commerce category?**

**NOT ALLOWED.** Retail premises can only be opened for the purpose of packaging and delivery of goods by post/ courier only except for the food, medical and personal care sub -sector.

**12. Are the operating hours of the Warehouse/ Distribution Center subject to 8.00 am to 8.00 pm?**

**NO.** Warehouse/ Distribution Center with 24 hours of operation can operate as usual.

**13. What is meant by personal care store?**

Personal care stores are stores which sell personal items including pharmacies that sell medicines, health products and supplements in one premise. Permitted operational hours are between 8.00 am to 8.00 pm.

Personal care stores that do not have a pharmacy or offering SPA, wellness and manicure pedicure services such as skin care and beauty products are **NOT INCLUDED** in this category.

**14. Are business premises that sell various services and goods included under the category of necessary and unnecessary services operational?**

Business premises that sell essential services and products with 70% of the goods will be considered for approval to operate. Premises owners who meet this pre-condition and are given approval to operate must close the non-essential service section/ part while businesses that do not meet this pre-condition are **NOT** allowed to operate.

**15. What is the method to determine the limit on the number of customers of retail premises including shopping complexes at any one time?**

For owners of retail business premises including shopping complexes 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 retail floor space (y).

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

Premise format	Overall Floor Area (sqm)	Commercial Floor Space (sqm) (y)	Number of Customers allowed (a)
Big Supermarket	6,400	1,500	375 people
Supermarket	800	200	50 people
Mini Market / grocery store	180	45	11 people
Convenience Store	100	25	6 people
Specialty Stores	80	20	5 people

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

**16. Do shopping malls, hypermarkets, laundromats and eyewear stores need to provide a clerk at the entrances of the premises?**

**YES.** Shopping complexes, hypermarkets, self-service laundries and eyewear stores are required to provide at least one clerk at the entrances of the premises to ensure high SOP compliance.

**17. 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.

**18. What is the method to determine the attendance capacity of employees at the rate of 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.

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

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.

**20. How long will the retail premises listed under the Hotspots Identification for Dynamic Engagement (HIDE) System 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).

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

For information, the operating permit issued by the Ministry of International Trade and Industry (MITI) and KPDNHEP are revoked effective 1st June 2021. Therefore, all necessary services under the distribution trade sector need to obtain a new operating permit through the COVID system- 19 Intelligent Management System (CIMS) version 3.0.

**22. Should a business categorized as a service be allowed to operate even if it has not yet obtained an operating permit?**

**YES.** However, companies still need to obtain new operating permission letters through the CIMS 3.0 system especially for cross -district and state purposes such as delivery of goods and work.

**23. Can the renovation work of the business premises be continued?**

For ongoing renovations work must be **suspended**. 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.

**24. Is the maintenance/ repair work of essential equipment of the business premises under the list of necessary services feasible?**

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



**25. Can the existing push cart / sales booth operate?**

**NOT** allowed to operate.

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

**YES.** However, employees need to use an operating authorization letter through the CIMS 3.0 system for verification by the authorities.

**27. Can the motor vehicle distribution sub-sector operate during the MCO (Total Lockdown Phase One) 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.

**28. Are customer service call centers allowed to operate?**

**YES.** Operations are subject to relevant SOP instructions.

**29. Are third party service providers allowed to operate to assist operations and 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 getting an infection.

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

**YES.** Operations are subject to relevant SOP instructions.

**31. 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.

**32. 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 services should be allowed to operate.

**33. 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](http://www.kpdnhep.gov.my) and the National Security Council via the link [www.mkn.gov.my](http://www.mkn.gov.my)

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

**34. 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 power 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 342.

**35. What is the line that can be contacted if the company/ applicant has questions related to SOPs, distribution trade frequently asked questions and applications for permission to operate under the CIMS 3.0 system?**

The company can contact the Secretariat of Trade Distribution and Services Industry, KPDNHEP at 03-8882 6322 /03 8882 6587 or by email to [roa@kpdnhep.gov.my](mailto:roa@kpdnhep.gov.my). The company/ applicant can also contact the State KPDNHEP office for inquiries related to SOPs, distribution trade frequently asked questions and applications for permission to operate through the CIMS 3.0 system at the following lines:

<b>Bil.</b>	<b>KPDNHEP Office</b>	<b>Hotline Number</b>
1.	Putrajaya	03-8882 6088 / 03-8882 6245
2.	Kuala Lumpur	03-4045 4680 / 011-1089 6781
3.	Selangor	03-5514 4393 / 03-5514 4300
4.	Negeri Sembilan	06-6016 570 / 06-6016 245
5.	Melaka	06-2345 869 / 019-9969 418
6.	Johor	07-2272 811 / 019-4161 598
7.	Terengganu	09-6204 173 / 09-6204 694
8.	Pahang	09-5717 757
9.	Kelantan	09-7416 000 / 013-4832 300
10.	Perlis	04-9795 000 / 010-3041 987
11.	Kedah	04-7001 730
12.	Pulau Pinang	04-3840 100 / 04-3840 408
13.	Perak	05-2414 611

14.	Sabah	08-8484 546 / 019-366 9297
15.	Sarawak	08-2466 052
16.	Labuan	08-7423 152 / 019-2620 774

**Notes:**

- 1) *It is the shared responsibility of all parties - individuals, associations, 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 MCO issued by the NSC must be applied. For example, business premises have obtained approval to operate from the CIMS 3.0 system but at that time the PKP General SOP did not allow the sub-sector to operate. Therefore, the MCO General SOP instruction from NSC must be complied with and not the CIMS 3.0 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**  
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