



# **POST MCO UTILITIES STANDARD OPERATING PROCEDURES**

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**MINISTRY OF UTILITIES SARAWAK**

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**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 8am to 5pm.
- 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 workplace.
- 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 should the employer do if they need to organize meeting urgently?**

The employer can organize meeting via video conferencing or minimize number of participants and practice social distancing measure.

**6. Is there any requirement by the employer to formulate/ update emergency action plan in the event of emergency situation on Covid-19?**

The employer is required to formulate/ update emergency action plan on Covid-19.

**7. What action should be taken by the employer if workers are found with body temperature exceeding 37.5°Celsius?**

The employer has to advise the worker who has body temperature exceeding 37.5°Celsius to report to the nearest Covid-19 Screening Centre for further action.

**8. 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 8.30am to 5.30pm.
- 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. How do contractors start construction work under the Conditional Movement Control Order (CMCO)?**

Before starting construction work, the contractor should:

- a) Declare company information and agree to the SOP compliance pledge available at Ministry of International Trade and Industry (MITI)'s website through <https://notification.miti.gov.my/register>;
- b) Declare project information and agree to the SOP compliance agreement with CIDB Malaysia available through CIMS CIDB on the CIDB Portal; and
- c) Inform the State Disaster Management Committee (SDMC) on the commencement of construction work.

**2. What construction activities / projects are allowed to operate during the CMCO period?**

All construction activities / projects as set out in Act 520, including professional services involved in the construction industry, are allowed to operate throughout the CMCO period.

**3. What is the allowed time for the Construction Sector?**

There is no set time limit for the Construction Sector. However, employers must abide by the rules of operation established by SDMC and the Local Authority (PBT) where applicable.

**4. What is the capacity of the workforce allowed to work at the construction site?**

Permitted workforce capacity is 100% but the number of workers at the site / premises should be adjusted to allow for social distancing of at least one (1) meter as recommended by the Ministry of Health (MOH) to ensure that workers are not located or working near one another.

It is recommended to:

- a) Carry out risk management, scheduling and distribution of workers in a sequential or staggered manner;
- b) Establish an appropriate work from home system for workers not involved in site / premises activities; and
- c) Have virtual meeting.

- 5. Do employers need to provide transportation to workers?**  
Yes. Employers must provide transportation vehicles, where applicable, for the movement of workers with social distancing and ensuring that social distancing is observed during vehicle use.
- 6. Should the transport vehicles provided by employers for workers be disinfected?**  
Yes. The employer must carry out the disinfection process every time after the vehicle is used. This disinfection process must be recorded for inspection purpose.
- 7. Do workers need to undergo a Covid-19 screening test before starting construction work?**  
Foreigners (workers and employers) **MUST** undergo the Covid -19 Laboratory Test and be confirmed free of Covid-19 disease before being allowed to start work. Any worker suspected of having Covid-19 symptoms should be immediately isolated and taken for Covid-19 screening.
- 8. Where can I get a free Covid-19 test for my workers?**  
This health screening can be done at the premises of a service provider appointed by SOCSO. Employers must register their workers through the PSP SOCSO Portal at <https://prihatin.perkeso.gov.my> link before they can qualify for PSP SOCSO. For more information visit <https://prihatin.perkeso.gov.my>, the PERKESO website, [www.perkeso.gov.my](http://www.perkeso.gov.my) and also SOCSO official social media.
- 9. 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.
- 10. What personal protective equipment (PPE) should be provided to workers during the CMCO period?**  
a) Face mask;  
b) Hand sanitizer or hand washing soap (hand washing facilities); and  
c) A temperature gun to check the temperature of the workers and employers before entering the construction site.
- 11. Who needs to bear the cost of complying with the SOP such as buying a temperature gun, face mask and so on?**  
These costs must be borne by the contractor.
- 12. Does the contractor need to appoint a worker to coordinate Covid-19 outbreak epidemic prevention measures at the site?**

Yes. A coordinator needs to be appointed among either one of the following:

- 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.

**13. What steps should the employer take at the site / premises entrance?**

The following are the steps employers need to take:

- a) Recording and declaring the details of the workers located at the site / premises;
- b) Take the body temperature and do screening on any person who has symptoms of cough, sore throat or shortness of breath on a daily basis and need to be recorded;
- c) Employers/ workers with a body temperature of 37.5 ° Celsius and above are prohibited from the construction sites / premises;
- d) Prevent any person suspected of having Covid-19 symptoms from entering the site / premises;
- e) For those who are diagnosed with symptoms during examination before entering the site / premises need to be isolated and sent for treatment; and
- f) Provide hand sanitizer or hand washing facilities.

**14. How is a briefing such as a toolbox briefing to be carried out, as it usually involves a large group of people?**

According to the existing SOP, the implementation of meetings and briefings can be done but must comply with social distancing and any activities in enclosed space should be minimized.

**15. What guidelines do employers need to adhere to regarding the movement of building materials / supplies to the site?**

Employers should monitor and record the movement of building materials / supplies brought to the site or premises. Body temperature of the drivers / carriers / suppliers should be taken and recorded. Hand sanitizer should be provided and used.

**16. What are the steps that employers need to take during construction work?**

The following are the steps an employer needs to take:

- a) Assess the risk by including the risk element of infection before commencing work;
- b) Controlling incoming and outgoing movements;
- c) Ensuring social distancing (1 meter between workers) is practiced;

- d) To ensure that workers do not stay / work close to each other for long periods of time;
- e) Activities in the indoor area should be minimized;
- f) Implementation of meetings in compliance with social distancing;
- g) Monitor all workers at all times to avoid gathering;
- h) Provide each worker with personal protective equipment such as face masks and ensure that they are always worn;
- i) Ensure workers regularly wash their hands with water and soap;
- j) Implement the disinfection process at the office / premises; and
- k) Workers suspected of having Covid-19 symptoms should be isolated and taken to a nearby clinic / hospital for screening of Covid-19.

**17. What is the function of Emergency Response Protocol at the construction site?**

Employers need to have an Emergency Response Protocol 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.

**18. 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.

**19. What safety measures should an employer take during the workers' resting time?**

The following are some safety precautions during workers' resting time:

- a) Ensure there is no congestion in the cafeteria / dining / lounge / prayer area by:
  - i) Organizing resting time for small groups;
  - ii) Providing several dining / rest / prayer locations.
- b) Ensure only packaged foods are provided;
- c) Ensure food handlers wear face masks and gloves; and
- d) Monitor all workers at all times to avoid eating / resting in big group and always practicing social distancing.

**20. What do employers need to remind their workers before they return to their homes?**

Employers should remind the workers to take bath and wash clothes that they have used when arriving at the residence.

**21. What are the security management measures at home/ site/ premises that employers need to take?**

- a) Do daily disinfections three (3) times a day in the common area;
- b) Provide hand washing and hand sanitizer facilities;
- c) Take the body temperature and do daily screening whether any person has cough, sore throat or shortness of breath before entering the residence and recording it;
- d) Ensure social distancing (1 meter between workers) is practiced;
- e) Provide each worker with personal protective equipment such as face mask;
- f) Prohibit entry of visitors except those authorized and facilities provider; and
- g) Prevent group activities (sports / prayer / religious activities).

**22. 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.

**23. 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.

**24. What records should be provided?**

The following is a list of records that employers need to provide:

- a) Records of management, supervision and maintenance of workers in relation to:
  - i) Attendance of workers;
  - ii) Health screening;
  - iii) Movement of workers; and
  - iv) Personal details of workers.
  
- b) Records of site / premises hygiene management in relation to:
  - i) Disinfection process in any area infected with the Covid-19 outbreak, cafeteria / canteen and bunches; and
  - ii) Cleaning of other premises / premises.
  
- c) Records of site / premises management in relation to:
  - i) Risk management;
  - ii) Incoming and outgoing movements on site by the goods and services providers and any related parties;
  - iii) Inspection by the authorities; and
  - iv) Awareness.

**Notes:**

- 1) *It is the responsibility of all parties to understand and comply with all current directives of the National Security Council (MKN), Sarawak State Disaster Management Committee (SDMC) and the Covid-19 Prevention SOP issued by the Ministry of Health Malaysia (MOH) in our effort to reduce risk and contain the Covid-19 pandemic.*
- 2) *Employers should be aware of and comply with any recent changes in accordance with the latest directives of the MKN, SDMC and MOH issued from time to time.*
- 3) *These FAQs are provided by making reference to and adaptation of the Soalan Lazim (FAQ) berkaitan Perintah Kawalan Pergerakan Bersyarat (PKPB) prepared by the Ministry of Works.*

## **FREQUENTLY ASKED QUESTIONS**

### **SECTOR: ENERGY - HYDROGEN GAS**

**1. What are the activities 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 are the activities that 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 9am to 5pm.

**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 are the activities that 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 are the activities that 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 the Oil and Gas sector?**

The Oil and Gas sector 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 are the activities that 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 are the activities that 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 Distribution of Gas Sector?**

For Distribution of Gas Sector, the premises are allowed to operate at 100% capacity with operation hours from 9am to 5pm.

### **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.