



**FREQUENTLY ASKED QUESTIONS (FAQ)  
NATIONAL RECOVERY PLAN (NRP)  
MINISTRY OF INTERNATIONAL TRADE AND INDUSTRY**

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This FAQ is applicable to the Manufacturing Sector under the purview of the Ministry of International Trade and Industry (MITI) in line with the announcement of **NATIONAL RECOVERY PLAN (NRP)**. The text of the NRP announcement as well as the relevant SOPs available on the National Security Council's (NSC) website [www.mkn.gov.my](http://www.mkn.gov.my) can also be the source of reference.

**PART 1: GENERAL QUESTIONS ON THE OPERATIONS OF MANUFACTURING SECTOR ACTIVITIES**

**1. Which essential services under the manufacturing sector are allowed to operate under each phase of the NRP?**

The list of essential services under the manufacturing sector that are allowed to operate according to each phase is as per **ANNEX I**.

**2. Can my company operate for 24 hours?**

Companies in the **manufacturing sector** can operate as usual including companies with a 24-hour rotating operation schedule and their operations must be in **accordance with the authorised SOPs**. The SOP for the manufacturing sector can be downloaded from MITI's website: [www.miti.gov.my](http://www.miti.gov.my) and NSC's website: [www.mkn.gov.my](http://www.mkn.gov.my)

**3. Can I deliver goods to a location in the NRP areas using a company-owned commercial vehicle?**

Yes. Commercial vehicles belonging to companies carrying goods and services can move/operate using an employee's pass or employer's confirmation letter along with the letter of approval to operate from MITI.

**4. Can I deliver goods to a location in the NRP areas using a third-party company's commercial vehicle?**

Yes, provided the third-party company has a letter of approval to operate from the Ministry of Transport.

**5. How many employees in the manufacturing sector are allowed to be in the vehicle to carry and distribute company's products?**

The number of persons allowed in the vehicle to carry goods within the supply chain of economic or industrial activities depends on the commercial vehicle registration license. For more information, please refer to the Ministry of Transport.

**6. Are there vehicle capacity restrictions for employees using company's vehicles (company vans and buses)?**

Passenger capacity for company's vehicles is 50% for NRP Phase 1 and 2; and 100% for NRP Phase 3.

**7. What is the employee's attendance capacity for the manufacturing sector irrespective of the vaccination rate?**

**NRP PHASE 1:** The Government has set an employee attendance capacity of 60% for 24 hours operation while the remaining 40% have to adopt the Work from Home (WFH) practice.

**NRP PHASE 2 dan 3:** The Government has set an employee attendance capacity of 80% for 24 hours operation while the remaining 20% have to adopt the Work from Home (WFH) practice.

**8. Are the employees allowed to cross district/state for work/business purposes?**

Yes, this is allowed. Employees **MUST** bring an employee pass or employer's permission letter as well as the latest MITI CIMS 3.0 letter.

In facilitating the movement of workers and ensuring that the movement is for legitimate reasons, particularly for those crossing any districts/states, MITI recommends for employers to issue a proof of work instruction according to the template in **ANNEX II**.

Please be reminded that any **misuse of the MITI CIMS 3.0 letter is a legal offense**. The CIMS 3.0 letter has a QR code that can be scanned by PDRM to confirm the authenticity of the letter.

**9. Are employees residing within the Enhanced Movement Control Order (EMCO) areas allowed to go to work located outside of the EMCO area?**

Not allowed.

**10. What can I do if a company in the manufacturing sector does not comply with the SOPs?**

If a company does not comply with the SOPs, a report can be made to the

Ministry of Health at [cprc@moh.gov.my](mailto:cprc@moh.gov.my); or the Ministry of Home Affairs at [aduan.sop@moha.gov.my](mailto:aduan.sop@moha.gov.my); or the Ministry of Human Resources through Working For Workers (WFW) application.

A report can also be made directly to the police or emailed to [covid19aduan@miti.gov.my](mailto:covid19aduan@miti.gov.my) (only applicable for companies in the manufacturing sector).

**11. If there is a positive case at the workplace, what should the employer do?**

Firstly, the employer **MUST** report the positive cases and their close contacts to the nearest District Health Office (DHO) in accordance with the General SOPs of the NRP issued by the NSC. Subsequently, the employer must implement the required control measures that are in accordance with the procedures outlined in the General SOPs of the NRP issued by the NSC. It should be noted that the need to close the premises will be decided according to the risk assessment by the DHO.

**12. Are applications to leave and enter Malaysia through the One Stop Centre (OSC) Committee continue as usual?**

Yes. Applications to leave and enter Malaysia for short-term business visitors through the OSC Committee for official purposes are allowed during the NRP period. However, the approval for inter-district/state movement are subject to the approval of the PDRM.

Companies are also advised to check the list of entry ban from high-risk countries from the Malaysian Immigration Department (JIM) Portal regularly.

**13. What is the meaning of warm idle mode?**

Warm idle means to position a high capacity machinery/equipment within the prescribed temperature to ensure the machinery/equipment can be used for a longer period of time.

Companies within some of the manufacturing sectors that are not listed as essential services are allowed to operate with a limitation of 10% workers (24 hours) for the purpose of ensuring the machinery/equipment are placed on a warm idle mode.

Failure to ensure the machinery/equipment to be on a warm idle mode with employee's supervision may result in unwanted incidents such as causing damages to the machines, fires at the premises as well as other incidents such as pollution that could be detrimental to the surroundings.

No manufacturing/production activities are allowed for companies who obtained approval for warm idle mode.

**14. Please explain the use of MITI CIMS 3.0 letter under the NRP according to phases?**

Application of MITI CIMS 3.0 letter are explained as below:

- a) For areas under the NRP Phase 1, the use of MITI CIMS 3.0 letter is in accordance with paragraph 4 (i) of the letter for permitted sectors with an employee capacity of 60% or 10% for warm idle mode;
- b) For areas under the NRP Phase 2 and 3, the use of MITI CIMS 3.0 letter is in accordance with paragraph 4 (ii) of the letter for permitted sectors with an employee capacity of 80%; and

All MITI CIMS 3.0 approval letters must be read together with the NRP General SOPs as announced by the NSC.

**PART 2: OPERATIONS OF MANUFACTURING COMPANIES ACCORDING TO EMPLOYEES VACCINATION RATE**

**1. What does it mean when an employee in the manufacturing sector is fully vaccinated?**

Fully vaccinated worker means an individual that has completed the full dose(s) of vaccination based on the type of vaccine.

**2. What is the operating capacity rate for manufacturing sector based on vaccination rate?**

Starting 16 August 2021, all companies in the manufacturing sector (including non-essential services) are allowed to resume operations based on the rate of fully vaccinated workers. The operating capacity is as follows:

<b>Workers' Full Vaccination Rate</b>	<b>Operating Capacity (percentage of workers' capacity)</b>
80% - 100%	100%
60%-79%	80%
40%-59%	60%

**3. What is the permissible operating capacity of a manufacturing company listed as essential services but has yet to reach the minimum 40% full vaccination rate?**

**NRP Phase 1:**

A manufacturing company listed as essential service in the NRP Phase 1 is allowed to operate at 60% operating capacity even if the company does not achieve a minimum of 40% rate of fully vaccinated workers.

### **NRP Phase 2 & 3:**

A manufacturing company listed as essential service in the NRP Phase 2 & Phase 3 is allowed to operate at 80% operating capacity even if the company does not achieve a minimum of 40% rate of fully vaccinated workers.

4. **Can the company allow workers who have yet to complete their vaccination to work in a premise to achieve the operating capacity based the rate of fully vaccinated workers of 40%, 60% or 80%?**

Yes. For example, the rate of fully vaccinated workers is 40% so the company is eligible to operate at 60% work capacity. Company is only permitted to allow not more than 20% of their total workers who have yet to be fully vaccinated to work in the premise in order to meet the operating capacity of 60%.

5. **What is the permitted operating capacity for company with warm idle approval of 10% operating capacity in the NRP Phase 1, that has achieved a 60% complete vaccination rate among their workers?**

The company is allowed to operate at 80% operating capacity in all phases of the NRP.

6. **How do companies calculate the rate of their fully vaccinated workers?**

Full Vaccination Rate

$$= \frac{\text{No of employees that have completed vaccination}}{\text{Total employee registered in the company}} \times 100\%$$

Example:

420 employees from 1000 employees in ABC company have completed vaccination.

$$\text{Complete Vaccination Rate for ABC company} = \frac{420}{1,000} \times 100\% = 42\%$$

With the full vaccination rate of 42%, ABC Company is allowed to operate at 60% capacity in all Phases of NRP.

7. **For a group of companies with many subsidiaries, what is the calculation to identify the rate of fully vaccinated workers?**

The calculation of rate of fully vaccinated workers for each subsidiary under the group of companies needs to be done separately, as they are registered separately under SSM (*Suruhanjaya Syarikat Malaysia*).

8. **Is it compulsory for the workers to wait 14 days after the 2<sup>nd</sup> dose of vaccination to be considered as fully vaccinated?**

Not compulsory.

**9. Does the company need to ensure that the vaccination record for each employee to be updated in their respective MySejahtera?**

Employees who have been fully vaccinated will receive a digital certificate of COVID-29 vaccination via the MySejahtera app. The company is responsible to ensure the vaccination records of the employees declared in CIMS are consistent with the digital certificate of COVID-19 vaccination on their MySejahtera app. A fines/premise closure order can be imposed on any company that has wrongfully declared their vaccination record on CIMS.

**10. Are all the employees required to do RTK Antigen Testing?**

Companies are required to conduct the RTK Antigen Testing on employees as approved by the Ministry of Health through self-testing or at health facilities once every two weeks as a proactive measure to curb the spread of COVID-19 among employees. However, the testing is not required for employees who are working from home on full time basis and are not entering the work premise.

**11. Can employees who have received full vaccination, but yet to receive the COVID-19 digital vaccination certificate through MySejahtera, opt for the use of physical vaccination card from the Ministry of Health Malaysia (MOH) instead?**

Employees who have received their full vaccination may use the physical vaccination card issued by the Ministry of Health Malaysia (MOH) temporarily, until the MySejahtera application is updated, as proof of receipt of the vaccine **to facilitate their work for the manufacturing sector.**

### **PART 3: WORK FROM HOME (WFH) ORDER**

**1. What does WFH mean?**

WFH practice refers to performing office duties at home in accordance with the procedures / guidelines set by the employer and is based on the needs of the companies.

**2. Is WFH practice compulsory for all manufacturing sector workers?**

WFH practice is compulsory based on these NRP categories:

**a) NRP PHASE 1:**

WFH must be implement by 40% of the company's employees (out of total employees). The employer must enforce the implementation of WFH for all employees in the company involving those from the management and non-management divisions. Physical attendance to the workplace/ premise is **limited to 60% from the total number of employees** throughout 24 hours.

The 60% attendance of employees includes office, operational and support staff (contract for service) as determined by the employer or the owner of the company.

Companies may also perform **job rotation, provided it does not exceed the 60% employees capacity.**

**Examples of attendance capacity in the current NRP** are as follows:

SCENARIO	NORMAL CIRCUMSTANCES			DURING NRP		
	Morning	Afternoon	Night	Morning	Afternoon	Night
<b>Scenario 1</b>	400	400	400	240	240	240
<b>Amount</b>	1,200 (100%)			720 (60%)		
<b>Scenario 2</b>	300	600	300	180	360	180
<b>Amount</b>	1,200 (100%)			720 (60%)		
<b>Scenario 3</b>	600	600	0	360	360	0
<b>Amount</b>	1,200 (100%)			720 (60%)		
<b>Scenario 4</b>	600	600	0	720 (1 shift)		
<b>Amount</b>	1,200 (100%)			720 (60%)		

**b) NRP PHASE 2 AND 3:**

WFH must be implement by 20% of the company’s employees (out of the total employees). The employer must enforce the implementation of WFH policy for all employees in the company involving those from the management and non-management divisions. Physical attendance to the workplace/ premise is **limited at 80% from the total number of employees throughout 24 hours.**

The 80% attendance of employees includes office, operational and support staff (contract for service), as determined by the employer or owner of the company.

Companies may also **perform job rotation, provided it does not exceed the 80% employee capacity.**

**Examples of attendance capacity in the current NRP Phase 2 and 3 are as follows:**

SCENARIO	NORMAL CIRCUMSTANCES			DURING NRP		
	Morning	Afternoon	Night	Morning	Afternoon	Night
Scenario 1	400	400	400	320	320	320
Amount	1,200 (100%)			960 (80%)		
Scenario 2	300	600	300	240	480	240
Amount	1,200 (100%)			960 (80%)		
Scenario 3	600	600	0	480	480	0
Amount	1,200 (100%)			960 (80%)		
Scenario 4	600	600	0	960 (1 time)		
Amount	1,200 (100%)			960 (80%)		

**3. What action should the employer take if the employees refuse to come to work and wish to only WFH?**

Employers are advised to discuss with their employees to reach a consensus and the employers should reassure the safety of the workplace environment to the workers. If discussions have been conducted and the employees insist on the WFH policy then the employer can take actions based on the company's discretion and standard guidelines according to the current Government policies and relevant Acts. For further inquiries on this matter, please refer to the **Department of Labour, Ministry of Human Resources**.

**4. What are the documents needed by an employee in the manufacturing sector as proof of permission to work at the office/on-site?**

Employees in the manufacturing sector are required to bring along a copy of the latest MITI CIMS 3.0 approval letter and employee pass OR employer's confirmation letter for the purpose of movement to and fro the workplace.

**5. Will there be any enforcement carried out to ensure WFH directives are adhered by the companies?**

Yes. Enforcement will be carried out by the COVID-19 Enforcement Team from time to time to ensure WFH directives are adhered by the companies.

**6. Are there any actions taken against companies that do not comply with the SOPs?**

The company may face closure for a specific period **in the respective NRP phase** if it is found to have purportedly falsify the details of the company to obtain the approval to operate; or will be immediately closed for seven (7) days



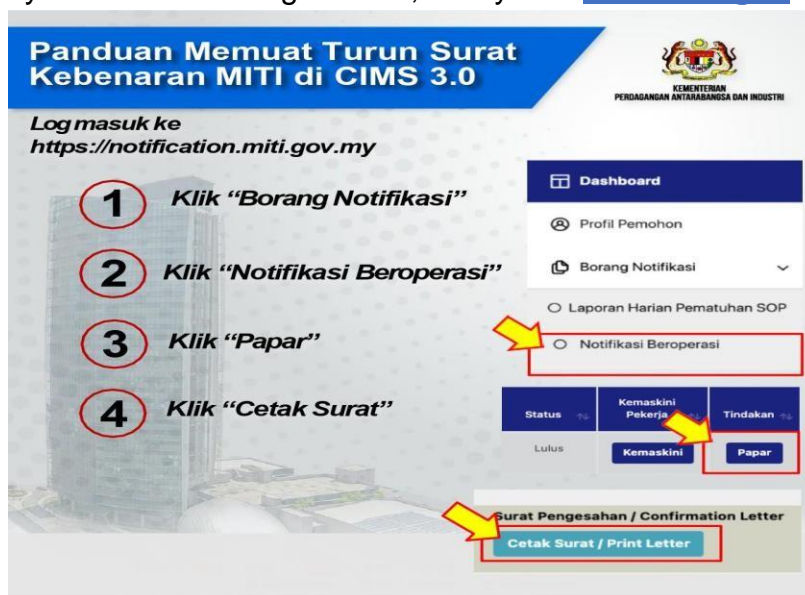
and fined up to RM50,000.00 if found to breach the **60% workforce capacity for NRP Phase 1** and **80% workforce capacity for NRP Phase 2 and 3** at the premise.

## PART 4: REGISTRATION IN COVID-19 INTELLIGENT MANAGEMENT SYSTEM (CIMS) 3.0

### 1. Do I need to apply in CIMS to obtain the approval to operate throughout the NRP?

Companies in manufacturing sector are **REQUIRED** to obtain the approval letter to operate throughout the NRP via the COVID-19 *Intelligent Management System* (CIMS) 3.0 at <https://notification.miti.gov.my>.

For companies that have registered in CIMS previously and have obtained the approval to operate, the latest approval letter may be generated from the system. For new registration, kindly visit [www.miti.gov](http://www.miti.gov) for further information.



### 2. How do I register at CIMS?

You can register via <https://notification.miti.gov.my> and follow the set of instructions. Please exclude 'www' when searching for the URL. For the registration tutorial, kindly visit:

<https://www.youtube.com/watch?v=CGwClak7xs8&t=212s>.

### 3. My company is already registered with CIMS. Is it necessary for my company to declare its vaccination rate on CIMS in order to continue operating without following the phases of the NRP?

Yes, you need to, and this is compulsory for manufacturing sector companies. Companies need to declare their actual workers' vaccination rate on CIMS.

After the declaration, companies may download the new approval letter to operate.

**4. Do I need to update the list of employees that I have declared previously in CIMS?**

Yes. Companies need to update if there is a change in the list of employees via CIMS using the template that is provided in the system. For companies that wish to operate according to their workers' full vaccination rate, they need to upload the list of fully vaccinated workers in CIMS.

**5. I am having technical problems accessing CIMS. What should I do?**

If you encounter any technical problem when accessing CIMS, please email to [cims@marii.my](mailto:cims@marii.my).

***Any enquiries pertaining to the implementation of the NRP for the manufacturing sector which is under the purview of MITI can be submitted to:***

***Hotline : 03-6208 4949***

***E-mail : [covid19hotline@miti.gov.my](mailto:covid19hotline@miti.gov.my)  
(general enquiries)***

***[covid19aduan@miti.gov.my](mailto:covid19aduan@miti.gov.my)  
(reports on SOP of non-compliance)***

***[cims@marii.my](mailto:cims@marii.my)  
(CIMS technical issue)***

***For further enquiries on sectors under the purview of other Ministries/Agencies, kindly refer to the following link:  
<https://www.miti.gov.my/redir/pkp/enquiry.html>.***

**MINISTRY OF INTERNATIONAL TRADE AND INDUSTRY (MITI)  
22 SEPTEMBER 2021**

**LIST OF ESSENTIAL SERVICES UNDER THE MANUFACTURING SECTOR THAT ARE ALLOWED TO OPERATE IN PHASE 1 AND PHASE 2 UNDER THE NATIONAL RECOVERY PLAN (NRP)**

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**NATIONAL RECOVERY PLAN SOP PHASE 1: MANUFACTURING SECTOR (60% WORKFORCE) WHICH ARE CATEGORISED AS ESSENTIAL SERVICES ARE AS FOLLOW (EFFECTIVE 9 JULY 2021):**

1. Aerospace (components and maintenance, repair and overhaul – MRO)
2. Food and beverage
3. Packaging and printing materials which are related to food and health
4. Personal care products and cleaning supplies
5. Healthcare and medical care including dietary supplement
6. Personal Protective Equipment (PPE) including rubber gloves, and fire safety equipment
7. Medical equipment components
8. Electrical and electronics (significant to the global supply chain)
9. Oil and gas, including petrochemical and petrochemical products
10. Machinery and equipment which are related to health and food only
11. Textiles only for the manufacturing of PPE
12. Production, distillation, storage, supply and distribution of fuels and lubricants

**Warm Idle (10% workforce):**

13. Automotive (vehicles and components)
14. Iron and Steel
15. Cement
16. Glass
17. Ceramics

**NATIONAL RECOVERY PLAN SOP PHASE 2: MANUFACTURING SECTOR (80% WORKFORCE) WHICH ARE CATEGORISED AS ESSENTIAL SERVICES ARE AS FOLLOW (EFFECTIVE 9 JULY 2021):**

1. Aerospace (components and maintenance, repair and overhaul – MRO)
2. Food and beverage
3. Packaging and printing materials which are related to food and health
4. Personal care products and cleaning supplies
5. Healthcare and medical care including dietary supplement
6. Personal Protective Equipment (PPE) including rubber gloves, and fire safety equipment
7. Medical equipment components
8. Electrical and electronics (significant to the global supply chain)
9. Oil and gas, including petrochemical and petrochemical products
10. Machinery and equipment
11. Textiles for manufacturing of PPE only
12. Production, distillation, storage, supply and distribution of fuels and lubricants
13. Automotive (vehicles and components)
14. Ceramic
15. Cement
16. Rubber
17. Iron and Steel
18. Furniture factory for export purposes

**NATIONAL RECOVERY PLAN SOP PHASE 3: MANUFACTURING SECTOR  
(80% WORKFORCE) WHICH ARE CATEGORISED AS ESSENTIAL SERVICES  
ARE AS FOLLOW (EFFECTIVE 9 JULY 2021):**

All manufacturing sub-sectors are allowed to operate.

**-COMPANY LETTERHEAD-**

Reference:

Date :

**Name** : xxxx

**I/C No.** : xxxx

**Position** : xxxx

**Address** : xxxx

**TO WHOM IT MAY CONCERN,**

Sir/Madam,

**LETTER OF CONFIRMATION FROM EMPLOYER TO WORK DURING THE PERIOD OF THE NATIONAL RECOVERY PLAN (NRP)**

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With all due respect, the above matter is referred.

2 As you are aware, (Company's name) ... is allowed to operate during the period of National Recovery Plan (NRP) starting from .... to....

**3 Therefore, the holder of this letter as per the detail above is an employee of ..... and will move from his residence (address as stated above) to the office / other areas as stated in Appendix (please specify the address to be visited by the employee in the appendix) during this NRP period.**

4 Any further inquiries, you may contact the officer in charge from the company .....(NAME), H/P NO: ..... The bearer of this letter and the Company will be fully responsible if the bearer of this letter misuse this letter for personal purposes. Your attention and cooperation in this matter is greatly appreciated.

Thank you,

**(EMPLOYER'S NAME)**