FREQUENTLY ASKED QUESTIONS (FAQ)
SAFE@WORK BY
MINISTRY OF INTERNATIONAL TRADE AND INDUSTRY (MITI)

A. BACKGROUND
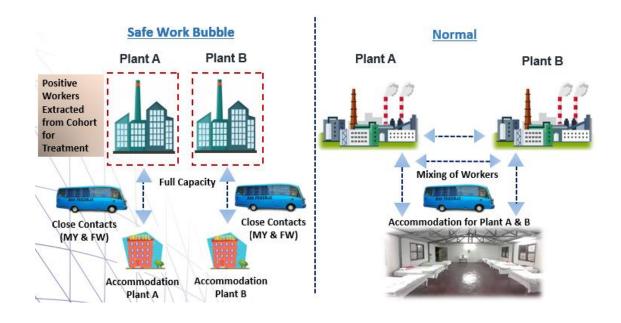
1. **What is Safe@Work?**
   Safe@Work is a Government initiative promoting enhanced public health measures to empower employers to be accountable for containing the pandemic among their workers. Safe@Work initiative contains Standard Operating Procedures (SOPs) detailing preventive measures and case management through the creation of Safe Work Bubble.

2. **Who can apply for Safe@Work?**
   Companies in manufacturing and its related services sector.

3. **What is Safe Work Bubble?**
   Safe Work Bubble is the isolation of workers into group in hostels and factories. The purpose of this safe work bubble is to allow close contact workers to continue working in the factory even if test results have not been obtained. This will allow business continuity even when there are positive cases at the work place.

4. **Is Safe@Work a replacement to General SOP for manufacturing sector?**
No. Safe@Work needs to be read together with the General SOP for manufacturing and its related services sector.

5. **Is Safe@Work initiative compulsory for all the companies?**
No. The adoption/implementation of Safe@Work initiative by companies in manufacturing and related services sector is on a voluntary basis.

6. **What are the benefits of adopting this initiative?**
Benefits are:
   i) In any future pandemic, the companies registered under Safe@Work will be given priority to operate;
   ii) To ensure workers are protected from COVID-19 through risk mitigation;
   iii) Employers provide a conducive living and working environment for employees; and
   iv) Close contact workers can continue to work in safe work bubble while waiting for test results.

7. **How can a company be qualified for Safe@Work?**
Upon registration, companies would be audited for compliance to SOP. Companies that pass the audit would qualify for Safe@Work.

8. **Who conducts the audit of Safe@Work?**
A Federal Task Force for Safe@Work is established under MITI, which is responsible in undertaking the audit and certifying companies under Safe@Work.

9. **How companies can register under Safe@Work initiative?**
Companies can submit their registration through MITI COVID-19 Intelligence Management System (CIMS) starting from 1 April 2021.

10. **Is MySejahtera application mandatory in implementing Safe@Work?**
MySejahtera application is mandatory in implementing Safe@Work. The application is mandatory for employers, workers and visitors in implementing the Safe@Work initiative.

B. ELEMENTS UNDER SAFE@WORK

i. Preventive Measures – Workplace

11. **What is PERT (Preparedness and Emergency Response Team)?**
PERT is a team selected from the Safety and Health Committee of the company who are responsible to:
   i) ensure compliance with the SOPs set by the National Security Council (MKN);
   ii) coordinate COVID-19 pandemic prevention measures in the workplace; and
   iii) fully implement Safe@Work.

12. **Who heads the PERT?**
The company must appoint a contact person/team leader in managing the PERT.

13. **Which Act governs the implementation of PERT?**
Act 342 of the Ministry of Health.

14. **Who is responsible in conducting the internal audit exercise to ensure Safe@Work SOPs are complied?**
The PERT is responsible to undertake the internal audit exercise to ensure Safe@Work SOPs are complied.

15. **How does a company manage disease prevention in the company?**
Safe@Work company must establish a workplace protocol that covers disease control and prevention of infection transmission according to standards set by MOH – Annex 25: COVID-19 Management Guidelines for Workplaces.

16. **Who is responsible for conducting briefing to the workers on COVID-19 disease and preventive measures?**
The PERT is responsible to conduct scheduled briefings to workers on COVID-19 disease and preventive measures. PERT must also ensure the general SOPs for manufacturing and related services are adhered at all times.

17. **Who is responsible for providing face masks and hand sanitizer to workers?**
Employers MUST provide adequate face masks and hand sanitizers to all employees.

18. **Who bears the cost of cleaning and disinfecting of the premises?**
The Employer must bear all costs related to cleaning and disinfecting of the premises, both workplace and workers accommodation such as CLQs provided by the employer.

ii. Health Screening

19. **Do employers need to provide thermal scanner and/or handheld infrared thermometer?**
Yes. It should be provided at the entrance of workplace and accommodation.

20. **Should employer carry out targeted screening of workers?**
Employers should carry out targeted screening as and when necessary.

21. **How does a company implement screening by probe survey?**
Employers carry out screening by probe survey as advised by PKD based on risk assessment of the locality of factories.

22. **Where can the employer conduct the screening?**
RTK-Antigen/PCR Tests can be done in private clinics that are registered with the Public Health Laboratory Information System (SIMKA).

23. **What are the steps taken by the company when there is an employee with body temperature above 37.5°C?**
Employees with body temperature above 37.5°C and/or show any symptoms such as fever, cough, sore throat or shortness of breath should be referred to the Company Panel Clinic or Health Clinic registered with MOH.

iii. Case Management

Positive Cases

24. **What should an employer do when there is a positive COVID-19 case in the company?**
Employer must submit the list of positive cases and close contacts to the nearest PKD. All positive cases must be assessed by PKD or a private clinic authorised by MOH.

25. **What are the steps taken while waiting for PKD's response?**
The employer MUST direct all employees who are positive to be quarantined at a dedicated quarantine place (subject to prior discussion and confirmation by PKD).

26. **Are there any alternative options for companies without sufficient space to isolate workers?**
Employers can isolate workers in hotels registered as quarantine centers or special accommodations upon approval by PKD. The list of Pusat Kuarantin dan Rawatan Berisiko Rendah COVID-19 (PKRC) can be obtained from the National Agency for Disaster Management (NADMA) under the responsibility of the employer and provide wristband/any other identification to employee.

27. **Does the dedicated quarantine place need to have controlled movement of workers?**
The dedicated quarantine place needs to be strictly monitored and any unauthorised entry or exit is not allowed.

28. **Who is responsible for the additional costs with regards to the alternative accommodations and other basic necessities?**
Employers MUST bear all costs with regards to the alternative accommodations and other basic necessities.

29. **Can positive workers return to work immediately after being discharged?**
Yes.

Close Contacts

30. **What are the steps taken by the PERT for the close contacts?**
PERT MUST identify close contacts immediately and inform the nearest PKD. The use of smart system (real time contact tracing) is recommended to speed up the process of tracking. All close contacts must undergo COVID-19 screening test (RT-PCR) by PKD or private clinics authorized by MOH. All close contacts must be given wristbands by PKD/private clinic authorized by MOH.

31. **How a company can manage quarantine process for close contacts?**
Employers MUST instruct all close contacts to undergo quarantine:
(i) in a dedicated quarantine place (subject to discussion and confirmation with PKD) (List of PKRC that have been registered as quarantine centres can be obtained from the National Agency for Disaster Management (NADMA)) under the responsibility of the employer; OR
(ii) at the employee's residence (**however the employee will not be qualified to be part of the Safe Work Bubble**) and are not allowed to leave the residence until released by PKD.

32. **Does the dedicated quarantine place need to have controlled movement of workers?**
The dedicated quarantine place needs to be strictly monitored and any unauthorised entry or exit is not allowed.

33. **Who is responsible for the additional costs with regards to the dedicated quarantine place and other basic necessities?**
Employers MUST bear all the costs and provide adequate food and other basic necessities for the quarantine place.

34. **What is the impact if the employees are quarantined in their own residence?**
The employee will not be qualified to be part of the Safe Work Bubble and they are not allowed to leave the residence until they undertake second COVID-19 screening test (RT-PCR) as determined by PKD.

35. **Are there any suggestions or recommendations on the wristband colour that companies can use to identify the workers?**
Proposed wristband colours to identify the workers is **pink** for workers who are tested positive and **yellow** for close contacts.

36. **Is there any specific list of companies supplying smart system to identify close contacts and for tracking purposes?**
There is no specific list. Companies can choose any wearable devices/dongle equipped with a real time contact tracing system for employee monitoring based on the device's GPS tracking information including user's gender and nationality etc.

37. **What is the duration of the temporary closure of premises in the case of positive cases in a company?**

PKD shall advise the companies on the number of days for temporary closure. The estimated days of closure is between one (1) to seven (7) days.

38. **How does the company monitor close contacts?**

PERT must remind all employees to update their health status daily through MySejahtera application.

iv. **Employee Accommodation**

39. **What is the definition of employees' accommodation?**

Accommodation provided by the employers including Centralized Labour Quarters (CLQ), hostel, workers quarters and dedicated quarantine places such as hotels in compliance with the Minimum Standards of Housing and Amenities (Amendment) Act 2019 (Act 446).

40. **Are there any incentives provided to companies participating in the Safe@Work initiative?**

Government provides additional tax deductions to manufacturing and its related services companies on the rental expenses of premises and hostel facilities such as monitoring devices, ventilation and other basic necessities. Expenses for the additional tax deduction are limited to RM50,000 each company registered with MITI and has passed the Safe@Work compliance audit.

41. **Are there any exceptions for workers who do not own smartphones/gadget to install MySejahtera application?**

MySejahtera application is mandatory for employers, workers and visitors in implementing the Safe@Work initiative.

42. **Does the company need to appoint a supervisor in employees' accommodation?**

Yes. A member of the PERT must be appointed as the supervisor in each hostel to monitor SOP compliance.

43. **Can the workers cross over between safe work bubbles?**

Not allowed.

v. **Transportation**

44. **What is the capacity for workers transportation under the Safe@Work initiative?**

    Full capacity with mandatory use of face masks at all time. Workers transportation provided by the company needs to be disinfected every time after use. Private vehicles are encouraged to be disinfected by employees accordingly.

vi. **Monitoring**

45. **What is the monitoring mechanism to be implemented by the companies under the Safe@Work initiative?**

    MySejahtera application is the main monitoring mechanism under the Safe@Work initiative. Employees need to download and register the MySejahtera application into their mobile phones for close contact tracing.

46. **Is MySejahtera application compulsory?**

    The use of MySejahtera application at areas with internet access is COMPULSORY. Exceptions are given for areas that do not have internet access. Employers MUST register and provide the QR code of the MySejahtera application for use by employees, customers and visitors entering the premises.

For any enquiries or clarification pertaining to Safe@Work, please e-mail to admin.safework@miti.gov.my

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