10 Apr 2020

Customer Advisory on COVID-19 : Malaysia Updates

Dear Valued Customers,

In line of the announcement on April 10th 2020 by Malaysia government on the Nationwide Movement Restrictions, the movement control is extended another two weeks from 15th April to 28th April 2020 , we would like to update some pertinent details on our business operations.

We are closely monitoring multiple facets of the situation so that we can adjust and arrange optimally with available capacity and resources, and to provide viable workaround solutions for you while ensuring our staff is safe. We are also doing our bit for the society by implementing social distancing measures and work from home plans.

Please get in touch with your account and program managers about your plans and projections so we can do our utmost to support your business continuity. We will continue to provide our updates to you as the situation develops and to make every effort to support your business.

We appreciate your patience and support, as we manage this situation together as one.

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GOVERNMENT ANNOUNCEMENTS

Announcement from Prime Minister of Malaysia on MCO

On 10th April 2020, Prime Minister of Malaysia Tan Sri Muhyiddin announced, the movement control is extended another two weeks from 15th April to 28th April 2020. Visit full announcement https://www.pmo.gov.my/wp-content/uploads/2020/04/Teks-Perutusan-Khas-YAB-PM-10042020.pdf Please note that the document is in Bahasa Melayu.

Companies with MITI's Approval Letter May Continue To Operate During Extended Movement Control Order

The Ministry of International Trade & Industry (MITI) has approved for companies to resume their operations while the Movement Control Order (MCO) remains in effect until 14 April 2020. This approval also applies to essential goods. For more information please visit :

English Version : https://amcham.com.my/wp-content/uploads/3.-COMPANIES-WITH-MITI'S-APPROVAL-LETTER-MAY-CONTINUE-TO-OPERATE-DURING-EXTENDED-MOVEMENT-CONTROL-ORDER 25-MARCH-2020.pdf

BM Version : https://amcham.com.my/wp-content/uploads/3.-KELULUSAN-MITI-KEPADA-SYARIKAT-UNTUK-BEROPERASI-TERPAKAI-SEPANJANG-PEMANJANGAN-TEMPOH-PERINTAH-KAWALAN-PERGERAKAN 25-MAC-2020.pdf

Logistics, Transportation Services For Companies Manufacturing Essential Goods Permitted To Operate

Logistics and transportation services for companies in the manufacturing essential and critical items are permitted to operate during the Movement Control Order (MCO). For more information please visit : https://amcham.com.my/wp-content/uploads/5.PERKHIDMATAN-LOGISTIK-YANG-MENYOKONG-SYARIKAT-PEMBUATAN-PRODUK-PENTING-DIBENARKAN-BEROPERASI 21-MAC-2020-1-LHA.pdf Please note that the document is in Bahasa Melayu.

Guideline to apply for certification to operate in Food Supply, E-Commerce, Healthcare and Medical Sectors

For more information on the types of retailers under the supervision of KPDNHEP that are allowed throughout the MCO, please visit : http://www.kpdnhep.gov.my/ms/permohonan Please note that the application form is in Bahasa Melayu.

PRODUCTS UPDATES

Air Freight

Operations continue running with skeleton staff in the office in all airport offices with staggered working hours. Customs Clearance is allowed however shipments will be held and Only Essential Goods with MITI approvals are allowed for delivery and pickup.

Ocean Freight

Operations continue running in both Northport and Seaport , CFS with normal operating hours. Skeleton staff in office - Customer services running from 9.00am to 4pm. Those essential products and those with MITI approval only can be arranged for delivery / collection.

Contract Logistics

- 100% operational at all sites and support to all customers given.
- Workforce segregation and safety measures implemented at all sites.

Land Transport

Daily Operations : Staffing continue operating in shifts at all branches with staggered working hours.

Domestic Distribution : Areas surrounding Simpang Renggam in Johor is under total lockdown by Royal Malaysia Police due to COVID-19 spread in the area. Hence, any distribution within or road passing through the area will be affected.

Domestic & Cross Border Movement : Stricter movement checks by the Police and Authorities on essential items and approval by MITI are allowed to be transported. Kindly refer the allowed list approved by Malaysian National Security Council (Majlis Keselamatan Negara Malaysia) under FAQ link. https://www.mkn.gov.my/web/wp-content/uploads/sites/3/2020/04/2-April-2020-FAQ-MKN-PKP-Tahap-2.pdf.pdf

Cross Border SIN Movement : Consignor/Consignee to provide Singapore's Ministry Trade and Industry (MTI) approval letter at point of booking to Schenker to facilitate truck movement in Singapore.

General Information

All our sites have been activated with necessary preventive measures including, contactless temperature check, sanitization of frequently touched areas, embargo on visitors and availability of hygiene stocks including masks, sanitizers. A all time work force segregation is being practiced with alternated - well spaced – work station arrangements to maximize distance as per standard norms and work from home plans.

In our warehouse we have initiated staggered shifts to minimize contact between teams and overall reduce density. Our business application have been tested for a work from home scenario and we have moved to VPN solutions to be able to access all systems.

For enquiries and local support, kindly contact the following :

Freight Team (Air & Ocean) : my.dl.Malaysia-bd@dbschenker.com
Contract Logistics : my.dl.kul.mybdcontractlogistics@dbschenker.com
Land Transport : PremAnand.Anandaverl@dbschenker.com
General Contact : info.malaysia@dbschenker.com

Please visit our website for latest COVID-19 :

Global updates : https://www.dbschenker.com/in-en/meta/customer-information
Malaysia updates : https://www.dbschenker.com/my-en/about/press/local-news/announcement

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