17 Apr 2020

Customer Advisory on COVID-19 : Malaysia Updates

Dear Valued Customers,

In line of the announcement on 10th April 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 by Senior Minister Datuk Seri Mohamed Azmin Ali from the Ministry of International Trade & Industry (MITI)

NEW

Allowing Additional Economic Sectors To Operate

MITI has undertaken engagement sessions with industry associations, Small and Medium Enterprises (SMEs), local and international Chambers of Commerce as well as other relevant Ministries and agencies in order to identify the additional economic sectors to be allowed to operate subject to the guidelines set by the Ministry of Health (MOH). The Cabinet agreed to allow additional economic sectors to operate in phases subject to compliance with health guidelines and strict movement control. For more information please visit : https://www.miti.gov.my/miti/resources/Media%20Release/Press_Conference_-_Allowing_Additional_Economic_Sectors_to_Operate.pdf

The Operation & Services of Royal Malaysian Customs Department (RMCD) during MCO

NEW

Following the announcement by YAB Prime Minister on the further extension of Movement Control Order (MCO) to April 28, 2020, the Royal Malaysian Customs Department (RMCD) has extended the deadline for payment of sales and services tax and other Customs related levies to **May 13, 2020**. All penalties on payment which receive by May 13, 2020 will be given full remittance. Online payment or postal service is highly encouraged. For more information please visit : https://mysst.customs.gov.my/assets/document/Annoucement/MAKLUMAN%20OPERASI%20DAN%20PERKHIDMATAN%20JKDM%20SEMASA%20PKP3.pdf Please note that the document is in Bahasa Melayu.

Approvals To Operate Under Phase 1 & Phase 2 of Movement Control Order (MCO1 & MCO2) Remains Valid for MCO3 Period

NEW

Approvals given by MITI to companies to operate over Phase 1 and Phase 2 of the Movement Control Order (MCO1 and MCO2) periods would remain valid throughout the MCO3 period. Companies are however, encouraged to re-apply via the MITI online system at http://application.miti.gov.my/ and not via MITI's general website address to obtain the new format of approval that has a QR Code to facilitate the enforcement and verification of the approval by the enforcement authorities. For more information please visit : https://www.miti.gov.my/miti/resources/Media%20Release/Siaran_Media_-_Kelulusan_Syarikat_Beroperasi_Sepanjang_PKP_Fasa_1_2_Terpakai_Semasa_PKP_Fasa_3.pdf

Information that companies need to prepare before applying to MITI for approval to operate during extended MCO

The Ministry of International Trade and Industry (MITI) has updated this morning for companies to prepare the necessary information, for the application for approval to operate during the Movement Control Oder (MCO). The online application will open on April 13, 2020 at 9.00 am and will be paperless i.e. fully digital. Further information please visit www.miti.gov.my Companies to register via the online portal at https://application.miti.gov.my/register

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

Domestic Distribution : Areas surrounding Enhanced Movement Control Order "EMCO" are being heighten by the Authorities. Distribution within the areas categorised under EMCO or Red Zones are subjected to approval from the Authorities. Please refer to Majlis Keselamatan Negara website for areas affected https://www.mkn.gov.my/web/ms/

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 the Malaysian National Security Council (Majlis Keselamatan Negara Malaysia) or from MITI website on the approval listing.

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 and out of Singapore.

General Information

During this extended period of third phase Movement Control Order to 28 April, all our sites continue 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
24/7 Newsfeed : https://www.dbschenker.com/global/about/press/covid-19-live-feed?cam=2002

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