

RETAILS INDUSTRY 零售业

Standard Operating Procedures for Economic Sectors to Reopen Starting 4th May 2020 复工标准作业程序

Retails Industry - Included:	零售业 - 包括:
I. Furniture store;	i. 家具店;
II. Gold stores;	ii. 金店;
III. Electrical and electronic stores;	iii. 电子和电器商店;
IV. Bookstores & stationery;	iv. 书店和文具;
V. Hardware stores;	v. 五金店;
VI. Animal food	vi. 动物食品

Operating time 9am – 9pm	Customer Visit Time 10am – 8pm	Employee Capacity: 100%
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Standing instructions 常规指示
• Subject to the rules of the Local Authorities (遵守现行地方当局的规定) • Operations in PKPD areas are not allowed (行动管制令地区不被允许的行动)

ACTIVITIES AND PROTOCOLS 活动和协议

Tindakan 行动 Action	Brief Description	简短说明
Kebersihan premis Cleanliness of the premises 处所的清洁	The disinfection and cleaning process is performed 3 times a day during the operation.	每天进行 3 次消毒和清洁过程。
Penggunaan hand sanitiser Use of hand sanitiser 使用洗手液	Promotes the use of hand sanitizer.	促进使用手部消毒剂
Penjarakan sosial Social distancing 社交距离	i. Ensure 1-meter social distance while in-premises; and ii. Limit the number of customers on-premises at a time.	i. 确保在现场放置 1 米的社交距离； 和 ii. 一次限制处所内部的客户数量。
Pemakaian face mask Wearing face mask 戴口罩	Encourage employees and customers to wear face masks while on-premises	鼓励员工和客户在内部场所戴口罩
Mengambil dan merekod suhu badan Take and record body temperature 记录并记录体温	Retrieve and record employee body temperature as well as customer body temperature.	检索并记录员工体温以及客户体温。
Transaksi tanpa sentuhan A touchless transaction 非接触式交易	Encouraged to make payments electronically	鼓励以电子方式付款

Source: <https://www.pmo.gov.my/wp-content/uploads/2020/05/08-KPDNHEP-Peruncitan-Final.pdf>

Prohibited Activities  https://www.miti.gov.my/miti/resources/Senarai_Aktiviti_Yang_Dilarang.pdf

Checklist:

- 1) Protocols & restrictions, according to the standard set by the Ministry of Health Malaysia
- 2) Thermal scanner
- 3) Face Mask
- 4) Sanitization - hand sanitizer
- 5) Health declaration, screening, report
- 6) Nearby Health office and health clinic's contact and address

Free COVID-19 screening

The Care Screening Programme (PSP) is provided free of charge to all SOCSO contributors and will be conducted through service providers appointed by SOCSO

 <https://www.perkeso.gov.my/index.php/en/prihatin-screening-programme>

List of the service providers through the SOCSO PSP Portal

 <https://psp.perkeso.gov.my/psp-service-provider.html>



PERUNCITAN

Merangkumi

- Kedai perabot;
- Kedai emas;
- Kedai elektrik dan elektronik;
- Kedai buku & alat tulis;
- Kedai hardware;
- Makanan haiwan

Waktu Beroperasi

9 pagi hingga 9 malam

Waktu Kehadiran Pelanggan

10 pagi hingga 8 malam

Kapasiti Pekerja

100%

AKTIVITI DAN PROTOKOL

Tindakan	Penerangan Ringkas
Kebersihan premis	Proses nyah kuman dan pembersihan dilaksanakan 3 kali sehari dalam tempoh operasi.
Penggunaan hand sanitiser	Menggalakkan penggunaan hand sanitiser.
Penjarakan sosial	- Memastikan penjarakan sosial 1 meter semasa berada di premis; dan - Menghadkan bilangan pelanggan berada di premis pada satu-satu masa.
Pemakaian face mask	Menggalakkan pekerja dan pelanggan memakai face mask semasa berada di dalam premis
Mengambil dan merekod suhu badan	Mengambil dan merekod suhu badan pekerja serta mengambil suhu badan pelanggan.
Transaksi tanpa sentuhan	Digalakkan membuat bayaran secara elektronik

Semua aktiviti dibenarkan kecuali

- Sila rujuk kepada perkara yang disenaraikan dalam senarai aktiviti yang dilarang

Arahan Tetap

- Tertakluk kepada peraturan Pihak Berkuasa Tempatan yang berkuatkuasa
- Operasi di kawasan PKPD tidak dibenarkan

Employees & Visitors Logbook/Health Report

员工和访客日志/健康报告

<u>Date</u> 日期	<u>Time In</u>	<u>Time Out</u>	<u>Employee/Visitor Name</u> 员工/访客名称	<u>Contact No.</u> 联系电话	<u>Reason for visit</u> 拜访原因	<u>Temperature Upon Arrival</u> 抵达时温度	<u>Are you experiencing any of these symptoms?</u> Fever greater than 37.5°, Cough, Sore throat, Respiratory illness or Difficulty breathing 您是否遇到这些症状? 发烧超过 37.5°, 咳嗽, 喉咙痛, 呼吸系统疾病或呼吸困难	<u>Signature</u> 签名
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