STANDARD OPERATING PROCEDURES ('SOPS') FOR TRANSPORTATION SECTOR

Subsectors: Scheduled flight services for passengers and freight on domestic and international routes

SOPs	Details
Operating hours	12.00 a.m. to 12.00 midnight
Customer attendance hours	12.00 a.m. to 12.00 midnight
Employee capacity	100%
Body temperature screenings and wearing of face mask	• Use a thermal scanner before entering the airport terminal • Compulsory for all individuals entering the terminal to wear face masks
Check-in at counter	• Enforce distancing of one metre between passengers • Create line markings for social distancing • Airline's counter agents are required to wear face masks • Use hand sanitiser after dealings at check-in counter
Seat layout in aircraft	• Social distancing with empty seating between passengers • Disallow preference block of seats by passengers
Disinfect aircraft cabin	• Carry out disinfection process for the aircraft after operations
Boarding	• Enforce distancing of one metre between passengers • Airline's counter agents are required to wear face masks
Meal service	• Avoid close contact with passengers
Lavatory service	• Clean the lavatory at least once after every five times of use

Subsectors: Airport services, ground handling services and air traffic control services

SOPs	Details
Operating hours	According to operating hours of airfield
Customer attendance hours	According to operating hours of airfield
Employee capacity	100%
Monitoring of Covid-19 symptoms	• Monitor Covid-19 symptoms amongst passengers, users and airport employees through body temperature screenings
Use of sanitisers, face masks and rubber gloves	• Employees are required to use sanitisers, face masks and rubber gloves while on duty based on suitability of location of workplace • Use of face masks and sanitisers are compulsory for passengers in the aircraft
Social distancing and employees' health and safety procedures	• Wearing of face mask by each employee in public areas is compulsory • Ensure best practice guidelines on social distancing are in place such as marking a distance of one metre on the floor, tables and chairs
Preparedness for any recent Covid-19 development	• Emergency Operation Centre (EOC) and Malaysia Airports Holdings Berhad (MASB)'s Airport Crisis Management Team must be on standby at all times for further instructions/ developments

Subsector: Port operations

SOPs	Details
Operating hours	According to operating hours
Customer attendance hours	According to operating hours
Employee capacity	100%
Social distancing and employees' health and safety procedures	• Wearing of face mask by each employee in public areas is compulsory • Ensure best practice guidelines on social distancing are in place such as marking a distance of one metre on the floor, tables and chairs
Take and record body temperature of employees and customers	• Take and record the body temperature of employees/ customers by placing a thermal scanner at all main entrance doors
Distance between customers	• Social distancing of one metre
Contactless transactions	• Encourage the use of e-wallet/ contactless payment (paywave)

Subsectors: Operation of passenger railway services such as KTMB (ETS, Intercity & Komuter), Prasarana/ Rapid Rail (MRT, LRT and Monorail) and business activities and public facilities at stations

SOPs	Details
Operating hours	5.00 a.m. to 12.00 midnight
Customer attendance hours	6.00 am to 11.00 p.m.
Employee capacity	100%
Ensure use of face masks and hand sanitisers	• Display signboards and signages encouraging the wearing of face masks and use of hand sanitisers • Put in place public dissemination facilities on the importance of wearing a face mask and prioritising cleanliness
Cleaning and sanitisation	• Clean trains and facilities after each trip and at the depot at the end of operating hours
Encourage the use of electronic facilities and transactions	• Encourage online purchase of tickets and use of cashless transaction cards such as monthly pass and Touch n Go
Take and record temperature of employees and passengers	• Prepare body temperature monitoring equipment at all entrance doors to the premises and station
Ensure social distancing of one metre at business premises	• Ensure social distancing of one metre when passengers are in the business premises

SKRINE

SOPS FOR LOGISTICS SECTOR

Subsectors: Freight forwarder and customs agent services, hauliers operations, freight train operations, shipping line and non-vessel operating common carrier (NVOCC) operations, air freight operations, storage activities (warehousing, off dock), inland container depot operations and ancillary services operations for land, sea or air transportation (towing, workshop, tyre supply, etc.)

SOPs	Details
Operating hours	24 hours
Customer attendance hours	24 hours
Worker capacity	100%
Loading/ unloading	• Loading and unloading activities to be carried out by warehouse workers
Storage (warehousing, off dock, in land container depot, etc.)	• Compulsory to use hand sanitiser or provide an area for washing hands with soap • Create line markings of one metre for social distancing
Transportation and logistics company	• Conductors are only permitted for vehicles exceeding two tonnes • All drivers must undergo screening for Covid-19 symptoms • Must practise social distancing
Land freight (lorry/van/waggon/ pickup/car/motorcycle)	• Encouraged to use freight transportation by rail • Encouraged to operate from 7.00 p.m. to 7.00 a.m. • Vehicles which are used are required to be sanitised each day
Storing (warehouse, e-fulfilment centres)	• Limit workers handling loading/ unloading to a minimum number and observe general SOPs and social distancing conditions
Cross-border freight	• All air and sea crews as well as lorry drivers are required to undergo health screenings and observe border control rules as agreed between the Malaysian Government and the relevant countries
Land, air and sea freight	• Company must reduce the number of workers to the minimum level • Must practise social distancing
Encourage shift from road to rail	• Incentive for using rail for inter-terminal transfer such as Westport-Northport and Pasir Gudang-PTP
Cleaning and sanitisation	• Vehicles which are used must undergo periodic cleaning and sanitisation
Emergency response protocol (ERP)	• Put in place ERP which sets out what must be done in the event there is a Covid-19 infection case or an investigation of Covid-19 infection on workers