

# MAJLIS KESELAMATAN NEGARA (MKN) PUBLIC TRANSPORT SOP AS OF 13 JANUARY 2021



## Bus Service Operation; *Bas Henti-henti*; Express Bus; Chartered Bus; Tourist Bus; Mini Bus; Shuttle Bus; Airport Bus; Worker Bus

### Operator

- Provide *MySejahtera* QR code in all vehicles or keep manual records of passenger registration.
- Provide hand sanitizers at service locations and in vehicles.
- Provide the latest news on pandemic issues and general information.

### Driver

- Temperature and symptoms screening before start of duty.
- Not allowed to be on duty if displaying symptoms.
- Wear face mask at all times when on duty.

### Passenger

- Must be screened before boarding the bus.
- Must wear face mask at all times in the vehicle.
- Reduce interactions throughout the journey.
- The operator/driver has the right to refuse entry for passengers displaying symptoms.

### Crossing State

- It is the responsibility of the passenger to obtain the relevant documentations and permissions to cross district/state before embarking on their journey.

### Capacity

- 100% capacity based on number of seats except for Sabah (50%).
- No physical distance marking, except for Sabah.

1. Passenger Rail Service Operation KTM (ETS, Intercity & Commuter) Prasarana/ RapidRail (MRT, LRT & Monorel); ERL (KLIA Ekspres & KLIA Transit)
2. Business Activities and public facilities at the station
3. Maintenance, Repairs and Overhauls (MRO)

### Employees & Passengers

- *MySejahtera* or manual registration
- Check temperatures of passengers and employees using thermal imaging camera or thermometer before entering paid area.
- Passengers and employees with temperatures above 37.5°Celsius will not be allowed entry and is advised to seek medical attention immediately.

### Face Mask

Employees and passengers to wear face mask at all times before, during, and after the use of services.

### Capacity

- 100% capacity
- No physical distance marking.

### Operator

- Provide *MySejahtera* QR code at all terminals and stations.
- Provide access to hand sanitizers at all stations, terminals and in trains.
- Sanitisation of trains and facilities after every trip and at the depot after end of operation hours.



## Facility & Utilities Management - Maintenance, Repair; Safety & Security; Public Transport Service Scope; Terminal Area Management

### Temperature & Symptoms Screening; Face Masks

- Body temperature screenings on every passenger/employee arriving/departing to/from the terminal.
- Passengers/employees with symptoms such as fever (37.5°Celsius), cough and sore throat must be separated to a disease control room and will not be allowed to use public transportation.
- Passengers, employees & business operators to wear face mask at all times.

### Operator

- Provide *MySejahtera* QR code at all premises and terminal buildings and to keep manual records of registration.
- Encouraged to provide hand sanitizers at ticket counters and main entrance.
- Periodic announcements on the control and prevention of COVID-19.

### Sanitisation & Disinfection

Terminal operator to carry out cleaning & disinfection/ sanitisation process regularly at frequently touched surfaces such as doors, chairs and any handles (mimumum every 8 hours).

## Taxi & E-hailing

### Physical Distancing/Capacity

#### Passengers

- Wear face mask at all times.
- Scan *MySejahtera* QR code provided or via manual registration before boarding the vehicle.
- Only passengers with no symptoms are allowed to use the services.

### Physical Distancing/Capacity

#### Drivers

- Wear face mask at all times.
- Driver must provide *MySejahtera* QR code in the vehicle.
- Drivers with symptoms are not allowed to drive/operate.

### Disinfection

Disinfection of vehicle at the end of day or at the end of operation hours everyday.

### Payment

Cashless transactions only.





## Courier & P-hailing

### Compliance with Law

- Must possess valid Competent Driving Licence and above 18 years old.
- Compliance with size as per the guidelines set out by JPJ.

### Face Mask

Riders/Drivers must wear face mask at all times.

### Physical Distancing

Cashless payment & contactless delivery whenever possible.

### Temperature & Symptom Screening

- Must be screened before starting duty.
- Not allowed to be on duty if display any symptoms.

## 1. Scheduled/unscheduled flight services & cargo on domestic & international routes

## 2. General aviation services including business & private jet operations

### Seating Arrangement

- Physical distancing in planes are fully exempted for all scheduled & non-scheduled flights including general aviation, private jet operations & helicopter.
- For flights bound outside of Malaysia, to ensure compliance with the laws of the country destination.

### Face Mask

All passengers and crew are obliged to wear face mask at all times while on the plane.

### Temperature & Symptoms Screening

All passengers, crews & staff to go through body temperature & symptoms screening before entering airport terminals.

### Sanitisation & Disinfection

Sanitisation and disinfection of planes after flight operations accordingly.



**Freight Forwarder Service & Custom Agent; Hauliers Lorry operation; Freight Train operation; Shipping Line & Non Vessel Operating Common Carrier (NVOCC) operation; Air Freight Cargo operation; Storage (warehouse, off dock) operation; Inland Container Depot operation; Ancillary services to air, land and water transportation (towing, workshop, tyre supply, MRO, etc.) operation**

### Loading/Unloading

Loading/unloading activities are advised to be carried out by owner of goods and not the driver/attendant to reduce contact between workers.

### Logistic & Transportation Company

- Drivers and attendants must wear face mask at all times.
- Drivers and attendants to go through temperature and symptoms screening before starting duty.

### Land Cargo

- Advised to use mode of transportation via rail.
- Advised to operate from 7.00pm - 7.00am.

### Sanitisation and Disinfection

- Vehicles to be sanitised and disinfected in accordance to guidelines by KKM

### Emergency Response Protocol - ERP

To prepare ERP in case of COVID-19 infection.

## Port Operation

### Face Mask

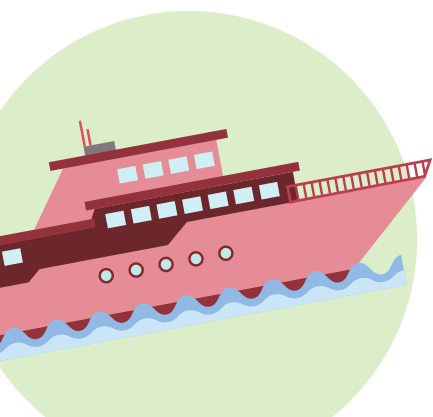
Wearing face mask in public area is compulsory.

### Temperature & Symptom Screening

All workers & customers to go through body temperature & symptoms screening at the main entrance.

### QR Code & Registration

- Port operators to provide *MySejahtera* QR code or manual registration at every premise.



## Scheduled Passenger Ferry

### Temperature & Symptoms Screening

All workers & passengers to go through body temperature & symptoms screening at the main entrance of the ferry terminal.

### Lavatory Service

- Cleaning & disinfection of toilets every time the ferry is at the dock.
- Scheduled cleaning & disinfection of toilets for passenger ferries.

### MySejahtera Application

- Use of *MySejahtera* App or manual registration of passengers.

### Face Mask

- All passengers must wear face mask at all times in the ferry.

### Ticket Counter & Seating Arrangements

- 1 metre distance between passengers.
- Must have markings for physical distancing.
- Encourage online/self-service purchase.
- No preference block allowed by the passenger.
- Operators allowed to refuse entry for passengers displaying symptoms.

### No meal service

Meal service is not allowed.