



**THURSDAY, 8 JULY 2021  
3.00 PM**

## **LATEST ANNOUNCEMENT**

### **STANDARD OPERATING PROCEDURE (SOP) MAIN CAMPUS OPERATIONS THROUGHOUT THE NATIONAL RECOVERY PLAN (PPN) PHASE 2 (EFFECTIVE 8 JULY 2021)**

This Standard Operating Procedure (SOP) is prepared as a guide for the Main Campus operations throughout the National Recovery Plan (PPN) Phase 2 period, effective from 8 July 2021 as announced by the Government of Malaysia.

This SOP needs to be read, understood and interpreted along the guidelines and other instructions set by the National Security Council (MKN), Ministry of Health Malaysia (KKM), Ministry of Higher Education (KPT), Public Service Department Malaysia (JPA), the State Government, local councils, the management of Universiti Sains Malaysia (USM) via the Nerve Centre as well as other agencies concerned.

All Main Campus community members are reminded to abide by and comply with all SOP instructions, guidelines and directives stated by MKN, KKM and USM from time to time so that the planning and management of the COVID-19 pandemic can be implemented in an effective manner.

The fight against COVID-19 needs to be carried out together by all Malaysians. Thus, the University top management and the Nerve Centre are hopeful that all Main Campus community members will become exemplary citizens in carrying out their responsibilities. Do abide by the SOP and conduct self-monitoring, including the practice of restricting movements as advised by the Director-General of Health, Malaysia. All community members are also urged to register for vaccination, in addition to encouraging family members and relatives to do so.

#### **1. OFFICE OPERATIONS**

- a) Office operations throughout the National Recovery Plan (PPN) Phase 2 period need to be referred to "Hebahan Pendaftaran Bil. 35 Tahun 2021 dated 31 May 2021" and need to be read together with part of SOP PPN Phase 2 produced by the National Security Council (MKN). The university authorities is giving serious attention on the need to ensure the utmost level of safety and well-being of the university community, in addition to assuring that the level of administration and delivery of services can continue to operate effectively within the context of the new norms.

- b) In relation to that, the university management has decided to maintain the Work From Home (WFH) directive with the rules and regulations for operations as stated in the official statement: “Kenyataan Rasmi Ketua Setiausaha Negara berkaitan Pengoperasian Pejabat Kerajaan Dalam Tempoh PKP Fasa 1 bertarikh 30 Mei 2021 dan Pengoperasian Perkhidmatan Kaunter Bagi Pejabat Kerajaan bertarikh 29 Jun 2021.” Among the issues that require attention will be the ones listed below:
- i. No physical meetings or activities - **all meetings and discussion are to be held online** via a medium that is safe and with assured security;
  - ii. **Opening of service counters** will be subject to the latest directives from the Secretary-General (KSN) and the implementation of directives from the USM management.
- c) For operations at PTJs (departments) that require/provide support services via telephone, the Head of Department (HOD) can utilise the *‘follow-me’* facility to be connected to the staff concerned. For details on this facility, the HOD can directly contact the Director, Centre for Knowledge, Communications & Technology (PPKT).
- d) The HOD can authorise an **Official Letter of Directive to Attend Work** as how it has been practised to a frontline staff, a staff who is involved in delivering essential services, or a staff who has been identified with involvement in a work process that cannot be executed via WFH such as those listed below;
- i. Services for payment of remunerations/ invoice/ contracts;
  - ii. Maintenance/Security of premises;
  - iii. ICT technical management for systems maintenance and online meetings.
- e) Nevertheless, in order to balance the need to combat the COVID-19 pandemic and the well-being of the staff, the directive to attend work need to be implemented in a **hybrid manner or in rotation to allow for the presence at the office at a maximum of four (4) hours, and with maximum presence of 20% (including the Main Campus and the Engineering Campus)**. If there is a need to set the attendance to be more than 20%, the PTJ HOD may forward a proposal at the Nerve Centre meeting for consideration. This decision will also take into account service for operations at the USM Vaccine Delivery Centre (PPV) which has been receiving an increasing number of vaccine recipients beginning 9 July 2021.
- f) The implementation of WFH needs to be done according to the details found in the **Pekeliling Perkhidmatan Bilangan 5 Tahun 2020 – Dasar Bekerja Dari Rumah** circular, which its usage for USM has been approved. The HOD is required to remind the staff to avoid from engaging in personal matters or from doing part-time work during office hours. Disciplinary misconduct in abiding to WFH will result in **disciplinary action being taken under P.U.(A) 395 – Peraturan-peraturan Pegawai Awam (Kelakuan dan Tatatertib) 1993**.
- g) HODs are requested to optimise the function of checking and monitoring the attendance of staff through the **Sistem Kehadiran Kerja Fleksi (SKKF)**, and to ensure that the staff continues to abide by the latest SOP produced by the National Security Council (MKN) and directives/SOP produced by the USM COVID-19 Nerve Centre from time to time.

## 2. ENTRY/EXIT ACCESS INTO THE MAIN CAMPUS

- a) All ENTRY/EXIT access will be operating according to hours listed below:
  - i. Entrances to the Stadium and RST are open 24 hours;
  - ii. Entrance to Sg Dua operates from Mondays until Saturdays at 7.00am to 8.00pm (subject to operations of PPV USM);
  - iii. Entrances at Minden and Batu Uban **ARE CLOSED** until further notice.
- b) Throughout the National Recovery Plan (PPN) Phase 2 period, all student entry/exit movements **are not allowed**, except on situations which have been decided by the Nerve Centre. If students have to acquire additional needs or have urgent matters to attend to, please refer to the Nerve Centre for further attention and assistance.

## 3. ENTRY OF VISITORS/CONTRACTORS

'Visitor(s)' refer to any individual or group (non-USM community members) who need to enter the Main Campus grounds for any reason allowed based on the SOP by MKN.

- a) All visitors need to obtain permission/special approval from the Chairperson of USM Nerve Centre **via a representative from the Academic School/PTJ/Department/Unit concerned**.
- b) A visitor who has obtained permission need to fill in the COVID-19 *Risk Declaration Form* and to return it to the Nerve Centre ONE day before the date of the visit.
- c) The COVID-19 *Risk Declaration Form* need to be sent to Pusat Sejahtera for health screening to be conducted.
- d) The management reserves the right **to cancel the visit** if the visitor presents a risk.

## 4. ORGANISATION OF EVENTS AND MEETINGS

- a) All meetings and discussions are to be held **via online** through a medium with affirmed safety and security.
- b) Face-to-face seminars, workshops, courses, training and talks are **not allowed**.
- c) Seminars, workshops, courses, training and talks held online are **allowed**.

## 5. TEACHING AND LEARNING

- a) All public higher education institutions (IPTA) are closed. IPT under the supervision of KPT will continue such activities online.
- b) Research activities that require the use of laboratories at USM **are allowed** and need to abide by the SOP set by the Nerve Centre upon request from the Dean of the respective School.
- c) The permission is subject to approval given on the operations of Laboratories and Studios by the Nerve Centre.
- d) Students who are currently at the hostels, universities or educational institutions are allowed to remain at the respective hostels, universities or educational institutions and continue the classes in a hybrid manner.

## 6. OPERATION HOURS OF 'MASJID' AND PRAYER HALLS

- a) Performing the Obligatory Prayers and Friday Prayers will only be allowed for **twelve (12) staff with a distancing of TWO (2) metres.**
- b) Prayer rooms/halls at the PTJs will be opened for ONE (1) hour during each prayer time, subject to the room capacity and taking into consideration physical distancing of TWO (2) metres.
- c) Other activities **are not allowed.**
- d) Nevertheless, the operating procedures will be subject to changes made by the National Security Council (MKN) and SOP from the Penang State Government.

## 7. OPERATION HOURS OF CANTEENS/ CAFETERIA AND SUNDRY SHOPS

- a) Sale of packed and take-away food items is allowed and will be in operations from 6.00am to 10.00pm.
- b) *Dine-in* **is not allowed** throughout the PPN Phase 2 period.

## 8. ANNOUNCEMENT REGARDING CHANGE IN OPERATION HOURS OF PUSAT SEJAHTERA (HEALTH AND DENTAL) USM

- a) Pusat Sejahtera (Health & Dental) USM has rescheduled its operating hours to ensure smoother services in line with the commencement of operations at the PPV.
- b) The latest information regarding operations at Pusat Sejahtera (Health & Dental) USM effective 21 June are from 8.00am until 7.00pm (Monday - Friday) and 8.00am until 6.00pm (Saturday, Sunday and Public Holidays) for students only.

## 9. SPORTS AND RECREATIONAL FACILITIES

- a) All individual, non-contact sports and recreational activities done on the basis of health, fitness and personal skills, which abide by physical distancing at a minimum of 2 to 3 metres **are allowed** in open or partially open area within a 10 km radius from home beginning 6.00am until 8.00pm. For reasons of monitoring, such facilities will be allowed to groups listed below:
  - i. Students who have been staying on campus;
  - ii. Staff who attended work;
- b) Activities allowed are jogging, exercising, cycling, archery, tennis (*single*) and others of similar nature.

## 10. FOOD AND SUNDRY DELIVERY SERVICES

- a) Delivery services including for parcels and food are still allowed, and the campus community is reminded to always give emphasis on safety.
- b) The campus community is encouraged to use delivery service operators that utilise cashless payment methods and contactless delivery.
- c) PTJs (departments) are advised to prepare a specified receiving space for incoming orders outside of the office area to avoid delivery workers from entering the office area.
- d) For students, there will be drop-off points that will open the latest until 10.00pm:
  - i. All Desasiswa at the Main Campus – Front entrance of cafeteria
- e) Students are encouraged to use *panda mart* or *grab mart* services to buy necessities. In order to minimise risks, make purchases using *cashless* payment and to receive via *contactless delivery*.
- f) Delivery of food and other items from parents and relatives of students are **not allowed** throughout the national Recovery Plan (PPN) period.
- g) Parcel delivery services for students will be done at *Unistorage and The Parcel* which will be in operations daily except Sundays beginning 10.00am until 6.00pm (Monday - Friday) and 1.00pm until 5.00pm (Saturday).

## 11. HEALTH PROTOCOLS & PRACTICE OF NEW NORMS

- a) The campus community are urged to check-in using the MySejahtera apps at least once when arriving at the premises of the respective office/work location daily.
- b) The campus community also need to undergo temperature screening at the campus/PTJ entrance before going into the office/workplace. If body temperature is higher than 37.5°C, the campus community member will not be allowed to enter the office/workplace and will need to go for health consultation/immediate treatment.
- c) Campus community members too are urged to practice the new norms, especially to Practice the 3W (*Wash*), (*Wear*) and (*Warn*) and to Avoid the 3C (*Crowded*), (*Confined space*) dan (*Close conversation*).
- d) If there is an exposure to any type of risk, whether it is the risk of contact with a confirmed positive case of COVID-19, risk from travelling, risk from work or with symptoms, the campus community member will not be allowed to come to work.

## 12. OUTCOME OF DISCUSSION REGARDING THE SOP OF OPERATIONS AT THE IPT AND MOVEMENT OF STUDENTS RETURNING TO THEIR HOMETOWNS

All announcements regarding the movement of students returning to their hometowns will be relayed to KPT via the Student & Alumni Affairs Division (BHEPA) at the latest by 12 July 2021.

### 13. STUDENT WELL-BEING

USM is truly concerned with the well-being of students. A number of alternatives have been planned to assist students, including one that is done by the Desasiswa management and Scmart in setting up the *foodbank*. Nevertheless, if there are USM students facing problems/financial constraints, please contact the Students & Alumni Affairs Division (BHEPA) at: 04-653 3106 / 04-653 5825 or email: [bhepa@usm.my](mailto:bhepa@usm.my) / [mss@usm.my](mailto:mss@usm.my).

### 14. REMINDER

Throughout this National Recovery Plan (PPN) Phase 2 period, all staff and students are urged to always practice self-monitoring including physical distancing, wearing a face mask, frequent washing of hands with soap and water or using a *hand sanitizer*, in addition to taking care of their health as preventive measures against being infected.

If there are symptoms of COVID-19, the staff or student needs to seek treatment immediately at the nearest medical facility. Early treatment can reduce the risk of the illness from becoming more critical.

For further information, please contact the USM Nerve Centre hotline numbers listed below:

- i. Main Campus :- 04-6532267 / 04-6536124 (Nerve Centre)
- ii. Health Campus :- 09-7671306
- iii. Engineering Campus :- 04-5995530/5531/5532/5533
- iv. Advanced Medical and Dental Institute (IPPT) :- 04-5622999

Email :- [nerve\\_centre\\_usm@usm.my](mailto:nerve_centre_usm@usm.my)

### **PROFESSOR DR. SIVAMURUGAN PANDIAN**

Chairperson, USM COVID-19 Nerve Centre  
Universiti Sains Malaysia

8 July 2021