

**FREQUENTLY ASKED QUESTIONS (FAQ) ON THE MOVEMENT CONTROL ORDER:  
BASED ON THE RESPECTIVE MINISTRIES**



## DOMESTIC TRADE AND CONSUMER AFFAIRS MINISTRY

**Q: Are distribution centres allowed to operate as usual?**

**A:** Distribution centres involving supply of essential daily needs and food, including e-commerce warehouses and support warehouses, are allowed to operate.

**Q: Are restaurants, ready-to-eat (RTE) sections and bakeries allowed to operate?**

**A:** Restaurants, RTE sections and bakeries are allowed to operate. However, they can serve only takeaway, drive-thru or delivery services through selected companies such as GrabFood or Foodpanda. Dine-in and eat-in are not allowed.

**Q: How about food court operations and tenants in supermarkets?**

**A:** Food courts can continue to operate but only for takeaway or delivery services via GrabFood or Foodpanda. Dine-in and eat-in are not allowed. Only tenants providing pharmaceutical services are allowed to operate in supermarkets.

**Q: How about retail units operating in shopping malls such as anchor tenants?**

**A:** Retail operations (food and daily essential items) in shopping malls can continue to operate based on the agreement between the premises landlord

and its tenants.

**Q: How about food/sundry stores/convenience stores operating in a speciality store?**

**A:** Eateries, sundry and convenience stores can continue to operate as normal but restricted to takeaways or through delivery services via GrabFood or Food Panda. Dine-in or eat-in are not allowed.

**Q: Will the head office of retail companies be allowed to operate?**

**A:** Retail companies' head offices can continue to operate but the management of the company must identify the sector/department/unit which needs to be classified as essential services for their workers to go to work.

For a sector/department/unit that falls under non-essential services, it must take measures to work from home.

**Q: Will the ministry limit the purchases of consumers?**

**A:** The ministry encourages supermarkets to come up with guidelines to control or limit purchase of food and other essentials.

**Q: What about departmental stores with supermarkets, home-ware, fashion and food courts?**

**A:** Only supermarkets selling food and essential items are allowed to operate in such department stores.

**Q: Can self-service laundrettes continue to operate?**

**A:** Self-service laundrettes cannot oper-







ate during the Movement Control Order period.

**Q: Are shopping malls allowed to continue using security guards?**

**A:** Services related to security shall continue.

**Q: Are e-commerce services regarded as essential services?**

**A:** Yes.

**Q: Are online purchasing, delivery and installations at customer homes allowed?**

**A:** Yes.

**Q: Are customer call service centres allowed to operate?**

**A:** Yes.

**Q: Are renovation of business premises allowed?**

**A:** Ongoing renovation must be postponed. If there is a safety issue, the company must obtain permission from the Works Ministry and Construction Industry Development Board to continue renovations.

**Q: Is delivery of non-food items such as sanitary pads considered as essential items?**

**A:** Yes.

**Q: If shopping malls are closed, are retail units in airports included?**

**A:** Only tenants from the pharmaceutical industry, supermarkets, sundry shops and convenience stores are allowed to continue operations.

**Q: Are third-party service providers allowed to operate, assist operations and be involved in supply-chain operations as they are considered critical to businesses?**

**A:** Services that have a direct impact on security and supplies are allowed to operate. Third-party operators need to take health factors into account and for staff to wear face masks and use hand sanitiser.

**Q: Can traders store more items than what is required under their licensed trade quota for rice, sugar, oil and flour?**

**A:** Companies must adhere to licensed quotas issued by supervising agencies. But considerations can be made on a case-by-case basis.

**Q: Can waste-collection companies at supermarkets and sundry shops continue to operate?**

**A:** Yes.

**Q: Can night markets and 'pasar tani' operate?**

**A:** No.