



UNIVERSITI TEKNOLOGI MALAYSIA

FREQUENTLY ASKED QUESTIONS (FAQ) WORK OPERATIONS AT UNIVERSITI TEKNOLOGI MALAYSIA DURING THE POST – MOVEMENT CONTROL ORDER (POST-MCO)

(BASED ON THE UTM POST-MCO WORKING GUIDELINE)

1.0 What is the purpose of this guideline?

This guide aims to clarify the procedure for the implementation of work following Post-MCO which all UTM staff must adhere to, including control measures that must be implemented at all PTJ to curb the transmission of COVID-19 at UTM.

2.0 Who could be considered for work from home (WFH)?

All UTM staff may be considered to work from home with the permission of the Head of Department except for services whereby duties or assignments require the presence of the officer at the office and for staff in the category of essential services.

3.0 What are some examples of services that are not appropriate to be considered for WFH?

The types of services that are not appropriate to be considered for WFH vary according to departmental requirements. As an example of financial services, if the related work can be managed online or only managed at certain times, then the staff in the department / unit may be considered for WFH on a rotational basis or at another appropriate time.

4.0 Are staff who are still residing in their hometown or village required to report for work from May 13, 2020?

For those who are still residing in their hometown or village, they will have to comply with the rules set by the National Security Council (MKN) and the Royal Malaysian Police (PDRM) when returning to their homes. However, given that UTM still prioritizes WFH, staff can still remain in their hometown / village until the Hari Raya Aidilfitri holiday or until the end of Phase 1 Post-MCO with the consideration from the Head of Department and that they can always be contacted and carry out work directed without compromising work performance.

5.0 Can the Head of Department arrange a Home-Based Work Rotation for officers in their respective Departments?

The Head of Department may assign staff to work from home on a rotation basis on a daily or weekly basis, based on the department's service requirement. Example: A group of staff from Group A work from home for the first week and a group of staff from Group B work in the office according to the Restricted Working Hours. Consecutively, in the second week, staff from Group A will be working in office according to the Restricted Working Hours while staff from Group B work from home. The number of staff in office is subject to four levels of Post-MCO working within the UTM Post-MCO Working Guide.

The Head of Department must ensure that the schedule for work rotation does not affect the overall operations of the department and that the continuity of service delivery goes on as usual.

6.0 Can staff apply for work from home to care for their children since the school session has not started?

In accordance with the recommendations by the Honourable Prime Minister and the Secretary-General, the Head of Department may consider and provide the flexibility to work from home for civil servants who are responsible to care for their school-going children aged 12-year-old and below or for children with disabilities (OKU) who need ongoing care and attention.

7.0 Can staff working from home be called to the office or other location?

The Head of Department, in the interests of service, may direct any officer working from home to attend the office at a certain time as may be required during office hours. However, the Head of Department must ensure that the staff's home or approved location / premises is within a reasonable distance before allowing staff to attend office or other location at any time when required.

8.0 Are staff allowed to attend to personal matters outside their home while working from home?

Any staff who are allowed to work from home should comply with the rules as a civil servant. Staff who are allowed to work from home must comply with the following rules:

- i) Be at home during designated office / working hours;
- ii) Always be ready if the Head of Department directs you to attend office or any other location; and
- iii) Ensure that staff could be contacted within working hours;
- iv) Ensure that work is carried out within the specified time frame.

Disciplinary action may be taken against staff who are not at home during the prescribed working hours unless permission is obtained from the Head of Department.

9.0 Can staff working from home make overtime claims?

The element of overtime claims is not applicable for staff who work from home. If staff are required to attend work after office hours, they may be considered to apply for replacement leave.

10.0 Will staff be able to apply for leave from May 13, 2020?

Annual leave facility is effective in accordance with the existing regulations. Leave applications must be approved by the Head of Department.

11.0 Is the working time considered ended once staff completed the restricted working hours?

No. Each restricted working session is of a maximum of four (4) hours while the remaining working hours must be continued from home.

12.0 Should staff in the service category still be subject to the 30 percent quota of staff allowed to attend office?

No. Staff in the essential services category such as the University Health Center and Security Division, are not subject to the 30 percent of staff in one (1) department. The arrangement can be implemented according to the pre-defined working shifts.

13.0 Do staff still need to record attendance while working from home?

Yes. Staff are required to record attendance according to normal working hours (time-in and time-out) using the GPS Check in method provided through the UTMSmart application.

14.0 Do staff still need to record attendance using GPS Check-in from UTMSmart application when staff attend office?

If a staff is required to attend office, the staff should attend according to the restricted working hours and record attendance through the i-Hadir System. Later, staff will continue the remaining working hours from home and record through the *GPS Check-in* after working hours at 5.00pm

15.0 Do staff still need to fill in the office attendance form even after getting the work rotation schedule as directed by the Head of Department?

Yes. Staff still need to fill out the application form in the Staff Movement System through the UTMSmart application or MyUTM portal at least three days before attending office.

16.0 Do staff need to make the self-health declaration using google form every time they want to go to campus?

No. The health declaration is only made once before entering campus.

17.0 Are staff allowed to bring children or family members to the office?

No. Staff are not allowed to bring their children or family members to the office to avoid the risk of Covid-19 infection and to prevent more individuals at the office.

18.0 Are staff allowed to eat in the cafeteria around campus while on duty at the office?

No. Staff are not allowed to eat in the cafeteria around campus. Only packaged food are allowed. Staff are also not allowed to eat in the pantry to avoid gatherings. Accordingly, staff are encouraged to eat only at their own workspace.

19.0 Are practical students required to attend office?

Practical students are also considered staff during the entire period of their practical training at UTM. Accordingly, they are still subject to the Post-MCO working guideline and can work on rotation at the office if necessary.

20.0 Can the Head of Department increase the quota set at Phase 1 of Post-MCO?

No. For Phase 1, the quota set to attend work at the office is a maximum of 30 percent until May 31, 2020, while other work need to be done from home.

21.0 Does a staff need to find a replacement to meet the 30 percent quota, if the staff who are assigned to work is unable to attend office due to illness or other obstacles?

The quota set is a maximum of 30 percent. Accordingly, there is no obligation to fulfil the quota up to 30 percent. However, the Head of Department may replace with other staff if the need arises.

22.0 Who is responsible for providing standing spots in public and office spaces?

It is the PTJ's own responsibility to provide a standing spot in the office space while for public spaces, it will be supported by the OSHE Building Committee.

23.0 Does the employer provide Hand Sanitizer and Face Mask for use by UTM staff?

Hand Sanitizer and Face Mask will be provided by UTM to the Frontliners. However, beginning May 13, 2020, the provision of Hand Sanitizer and Face Mask to staff attending office will be under the responsibility of each PTJ using the provisions of the PTJ subject to the consideration of the respective Head of Department.

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