

Quick Links

1. [Government Standard Operating Procedures & EMCO Related](#)
2. [Westlite Measures and Protocols](#)
3. [Swab Tests Related](#)
4. [Dormitory Status and Cases](#)
5. [Residents' Essentials and Movement Related](#)
6. [Key Contact Details & Resource Links](#)

1. Government Standard Operating Procedures & EMCO Related

- a. **Our workers have been discharged from the hospital after recovering from COVID-19. Are they allowed to return to the dormitory which are currently serving EMCO? If they are able to return, will they be separated from other workers who are have not been tested swab?**

It is required by the government that all workers have to return to their original dormitories after discharging from hospital from COVID-19 treatment. For other accommodation options, please seek approval and consultation from KKM via [email](#).

- b. **Can I shift my workers out of Westlite dormitory to resume work after their swab tests and are tested negative for COVID-19 during EMCO period?**

During the EMCO period, there is strictly no movement of workers out of the dormitory. If your workers are tested negative, they are strongly advised to stay in their units at all times to prevent possible infection from contact with others.

If the dormitory is not serving EMCO, employers can choose to shift the workers out of the dormitory. However, they will still need to fulfil the lease agreement period and make rental payment until the lease agreement expires.

- c. **Will the EMCO end after 14-day period or will it be extended?**

The period of EMCO is determined by KKM.

KKM will analyse the situation based on number of COVID-19 positive residents and number of close contact who are tested positive. Based on these analysis, they will determine if EMCO can be lifted or to be extended. For EMCO updates, please contact [KKM](#) for more information or [email us](#).

- d. **Where are the residents tested positive for COVID-19 placed in EMCO dormitories?**

For EMCO dormitories, KKM has arranged for all residents tested positive for COVID-19 to be housed within the dormitory's units, known as a "Low Risk COVID-19 & Treatment Centre". COVID-19 positive residents will receive their treatment in these centres until they recover. For residents with more severe health conditions, they will be sent to hospital for further treatment.

For non-EMCO dormitories, residents who have been tested positive for COVID-19 or identified as close contact will be housed in isolation units, and we will contact KKM for their advice on management of these residents.

Westlite Dormitory Management Sdn Bhd

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e. When will by workers be allowed to be released back to work?

We do not have information on when the workers will be allowed back to work after EMCO. Please [contact KKM](#) for more information.

f. How long is the quarantine period for infected workers and will KKM issue a letter to state that residents are tested negative for COVID-19?

No letters will be issued by KKM for residents who have either recovered from COVID-19, or have been tested negative for the virus.

For residents who have been tested positive for COVID-19 and are undergoing treatment, they will be released on the 11th day of treatment if not further health implications are found. However, these residents might be subject to further quarantine by KKM or the medical facility.

2. Westlite Measures and Protocols

a. What is Westlite's measures in place to ensure that residents are COVID-19 free, and can return to work safely?

At Westlite Accommodation, the safety and wellbeing of our residents is of utmost importance and we are committed to providing them with a safe and secure living community. Pandemic management measures have been implemented across all Malaysia Westlite Accommodation workers dormitories to reduce and minimise risks of exposure to the pandemic. We have also established systems, processes and facilities to mitigate the potential risks.

We will also work closely with the government agencies to contain and manage the pandemic, ensuring that all residents receive timely and appropriate medical attention and positive cases to be separated from the community as soon as possible.

We will also need the cooperation of our residents and clients to constantly observe safe distancing and segregation measures to help safeguard the residents' wellbeing.

For the list of measures that we have taken, please refer to www.westlite.com.my/covid19-measures/.

b. Will the charges to hire additional security guards to monitor my units be charged back to us?

For non-EMCO dormitories, we are able to arrange for additional security to help you monitor your workers, ensuring they are observe quarantine orders or have minimal movements out of their apartments.

However, these charges for additional manpower will be charged back to you on a per-day basis as we have to engage additional staff to perform these duties.

c. Why are the isolation units so near to residents' units?

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We have appointed units that are close to security guard house and office to ensure close monitoring, ensuring that residents in isolation do not leave the units unauthorised.

In addition to monitoring from security and office, we have also implemented other measures to ensure that the isolation units do not pose any potential risk of contaminating other units, which includes:

- CCTV and motion sensor alert for unauthorised entry or exit of units,
- Full PPE to be worn when entering the occupied isolation units, and full disinfecting performed upon exit,
- Clearly demarcated areas with warning signs of isolation area,
- Segregated and barriers set up to prevent mixing and residents from getting near to the units.

3. Swab Tests Related

a. Can I conduct our own swab tests for our workers staying inside the dormitory during EMCO periods, in addition to the swab tests that the government will be conducting?

Yes, you can choose to conduct your own swab tests for your workers inside the dormitory during EMCO, in addition to the swab tests that KKM are arranging.

For privately arranged swab tests, it is recommended for each worker to undergo two rounds of swab tests to establish the COVID-19 negative status for your workers – first swab test, and the second to be eight days after results of first test. It is strongly advised for workers who are undergoing swab tests to stay in their own units at all times, to reduce possibility of cross-infection from other residents.

b. How much does the swab test costs if we wish to conduct swab tests for our own workers?

Cost for private swab tests will range between RM200 – RM400.

c. Can I know how many of my workers have already received the swab tests at the EMCO dormitory and their results?

At the moment, KKM is in full control of all operation and test matters in EMCO dormitories. We will only have information regarding swab tests and residents' statues when KKM provides us. You may refer to www.westlite.com.my/covid19-measures/ for updates on information provided by KKM. Alternatively, you may send us [an email](#) and we will try to help you with your requests.

d. Will all workers who are staying in the dormitory during EMCO undergo swab tests?

No, at the moment, KKM will only conduct swab tests for residents who are either symptomatic or identified as close contact with a positive case.

For the rest of the residents who are asymptomatic or not identified as close contact, sampling tests will be conducted on random basis per unit. If anyone is tested positive in these random tests, the other residents staying in the same unit will be tested.

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In the meantime, they are strongly advised to stay in their own units at all times to reduce possibility of cross-infection from other residents.

e. After my workers have done their swab tests, the 10 days quarantine is a requirement by KKM or Westlite?

It is KKM's requirement and protocol for the 10 days quarantine after swab tests results are out. This is to ensure that all close contacts of positive cases have been identified, and to also ensure the accuracy of the results. For residents who have negative results and are not staying in EMCO dormitories, they will be released from quarantine after 2nd swab test result is out.

4. Dormitory Status Updates and Movement Related

a. How can we find the updated number of positive cases in the dormitory?

Information regarding positive cases and EMCO are provided by KKM, and might not be available on an on-day update basis. We will be sending updates to employers with workers who are tested positive once we receive the information from KKM.

b. Can I shift our workers out of the dormitory which is not under EMCO?

Employers are allowed to shift workers out of the dormitory that is not under EMCO. However, the tenancy agreement will still need to be fulfilled and rent is still required to be paid until the tenancy agreement expires.

c. Can we have updates of our workers' status and which units are they currently staying during the EMCO or quarantine period?

During EMCO, KKM has fully taken over the administrative and operations management of the dormitory, and Westlite's staff are not allowed to enter the dormitory unless summoned by KKM. During the EMCO, KKM will be fully in control of the allocation and rooming status of all residents to facilitate recovery and management of the pandemic.

Therefore, we do not have first-hand access to the information and updates of residents staying in the dormitory. If you require any information, do [send us an email](#) so that we seek KKM's advice on it.

d. Is it possible for us to get updates on the company/ies that has/have positive case and are staying on the same levels as our workers?

In view of personal data and privacy protection, we are unable to reveal the identify or company of positive cases.

5. Residents' Essentials and Work Permit Related

a. My workers are staying in your dormitory which is serving EMCO. Their work permits have expired and we are unable to arrange for their FOMEMA health check-up as part of the work

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permit renewal process. Can they continue staying in Westlite until their documents have been processed after EMCO is lifted?

Please contact our dormitory management with the following information for arrangements to be made for your workers whose work permits have expired. We will seek consultation and liaise with KKM and advise accordingly:

1. Company name
2. Name of worker
3. Work Permit Number
4. Work Permit Expiry Date

b. How can I arrange for food supplies for my workers?

Government has appointed a list of caterers to supply daily meals to your workers staying in dormitories that are serving EMCO. Please let the dormitory management know which is your preferred caterer, and we will help to arrange for logistics for meals to be delivered to your workers. We will bill back the food charges to you once your order is confirmed.

6. Key Contact Details & Resource Links

Purpose	Contact Party	Contact Details
Enquiry on <ul style="list-style-type: none">- Movement of workers- Workers' Permit- Lease Agreement- Dormitory Status- COVID-19 Status	Westlite Malaysia HQ	enquiry@westlite.com.my
Enquiry on <ul style="list-style-type: none">- EMCO- Shifting workers out of EMCO dormitory- Shifting workers into EMCO dormitory	KKM (Johor)	cprcknj@moh.gov.my
COVID-19 Updates	Ministry of Health	http://covid-19.moh.gov.my/

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