

**MINISTER OF HEALTH  
OF THE REPUBLIC OF INDONESIA**

To

1. The Heads of Ministries Overseeing Business Sectors
2. Governors
3. Regents/Mayors

throughout Indonesia

**CIRCULAR LETTER  
NUMBER HK.02.01/MENKES/335/2020  
REGARDING  
PROTOCOL FOR THE PREVENTION OF TRANSMISSION OF THE CORONA VIRUS  
DISEASE (COVID-19) IN WORKPLACES IN SERVICES AND TRADE SECTORS  
(PUBLIC AREAS) IN AN EFFORT TO SUPPORT BUSINESS CONTINUATION**

In supporting the continuation of businesses in the services and trade business sectors (public areas) during the Corona Virus Disease 2019 (COVID-19) pandemic, it is necessary to regulate the prevention of COVID-19 transmission for workplace managers, business actors, workers, customers/consumers and society involved in the service and trade sectors (public areas) through adaptation of changes in life patterns in the COVID-19 situation (New Normal). The implementation of this protocol is expected to minimize the risk and the impact of the COVID-19 pandemic to businesses in the services and trade sectors (public areas) where there is a potential for COVID-19 transmission due to the gathering of a number/many people in one location.

This Circular Letter is intended to increase the support and cooperation across sectors, Regional Governments, the business community, and all relevant stakeholders in an effort to prevent COVID-19 transmission in the workplaces of services and trade sectors (public areas).

Considering the provisions of:

1. Law Number 4 of 1984 regarding Outbreak of Communicable Diseases (State Gazette of the Republic of Indonesia of 1984 Number 20, Supplement to State Gazette of the Republic of Indonesia Number 3237);
2. Law Number 24 of 2007 regarding Disaster Management (State Gazette of the Republic of Indonesia of 2007 Number 66, Supplement to State Gazette of the Republic of Indonesia Number 4723);

3. Law Number 36 of 2009 regarding Health (State Gazette of the Republic of Indonesia of 2009 Number 144, Supplement to State Gazette of the Republic of Indonesia Number 5063);
4. Law Number 6 of 2018 regarding Health Quarantine (State Gazette of the Republic of Indonesia of 2018 Number 128, Supplement to the State Gazette of the Republic of Indonesia Number 6236);
5. Government Regulation Number 21 of 2020 regarding Large-Scale Social Restrictions to Accelerate Mitigation of the Corona Virus Disease 2019 (COVID-19) (State Gazette of the Republic of Indonesia of 2020 Number 91, Supplement to the State Gazette of the Republic of Indonesia Number 6487);
6. Presidential Regulation Number 68 of 2019 regarding Organization of State Ministries (State Gazette of the Republic of Indonesia Year 2019 Number 203);
7. Presidential Decree Number 11 of 2020 regarding the Stipulation of the Corona Virus Disease 2019 (COVID-19) Public Health Emergency;
8. Presidential Decree Number 12 of 2020 regarding the Stipulation of the Non-Natural Disaster of the Corona Virus Disease 2019 (COVID-19) as a National Disaster;
9. Minister of Health Regulation Number 9 of 2020 regarding the Guidelines for Large-Scale Social Restrictions to Accelerate Mitigation of the Corona Virus Disease 2019 (COVID-19) (State Gazette of the Republic of Indonesia of 2020 Number 326);
10. Minister of Health Decree Number HK.01.07/Menkes/247/2020 regarding Guidelines for Prevention and Control of Corona Virus Disease 2019 (COVID-19).

In connection with the above, it is hereby conveyed to all Heads of Ministries Overseeing Business Sectors, Heads of Regions, and Management or Managers or workplaces, to instruct all ranks of their respective units/organizations to implement health protocol in preventing COVID-19 transmission to workplace managers, business actors/consumers and workers in the trade and services sectors (public areas) during and after the Large-Scale Social Restrictions (PSBB) in the context of accelerating the mitigation of COVID-19 as follows:

1. For Management or Managers of Workplaces/Business Actors in the Services and Trade Sector (Public Areas)
  - a. To carry out periodical cleaning and disinfection of workplaces and public areas (disinfecting public facilities that are frequently touched by the public, once every 4 hours).
  - b. To provide adequate hand washing facilities that are easily accessed by workers and consumers/business actors.
  - c. To ensure that the workers understand self-protection from COVID-19 transmission with Clean and Healthy Behavior (*Perilaku Hidup Bersih dan Sehat* or PHBS).
  - d. To check the body temperature of all workers before starting work and consumers/business actors at the entrance door. If a worker is identified with a temperature of  $>37.3^{\circ}\text{C}$  (2 checks with an interval of 5 minutes), entry shall not be granted and the worker shall be requested to undertake a health check.
  - e. To require workers and visitors to wear masks.
  - f. To install information media to remind workers, business actors, customers/consumers and visitors to comply with the provisions of physical distance restrictions and to wash their hands with soap and running water/hand sanitizer and to be discipline in wearing masks.
  - g. To carry out physical distancing with a minimum distance of 1 meter:
    - 1) Giving special marks that are placed on floors with a high density of workers such as changing rooms, elevators, and other areas as a distance markers among workers.
    - 2) Regulating the number of workers who enter to facilitate the application of maintaining distance.
    - 3) Regulating works stations, seating with a minimum distance of 1 meter.
  - h. To take efforts to minimize contact with customers:

- 1) Using borders/partition (such as plexiglass) at tables or counters as additional protection for employees (cashiers, customer service and others).
  - 2) Encouraging the use of non-cash payment methods (without contact and without joint tools).
- i. To prevent crowds of the costumer, which can be done by:
- 1) Controlling the number of business actors/customers who can enter a retail establishment to limit access and avoid crowds.
  - 2) Implementing a queuing system at the entrance and maintain a minimum distance of 1 meter.
  - 3) Placing marks on the floor to facilitate compliance with physical distances, especially in the most crowded areas, such as cashiers and customer service.
  - 4) Receiving orders online or by telephone to minimize direct meetings with customers. If possible, provide delivery services or take away services.
  - 5) Regulating service hours, in accordance with policies set by the local regional government in accordance with the laws and regulations.
2. For Workers
- a. To ensure that they are in good health before leaving for work. Workers who experience symptoms such as fever/cough/runny nose/sore throat are advised not to come to work and to undertake a health check at a health care facility if needed.
  - b. To keep their hands clean by washing hands frequently with soap and running water or using hand sanitizer.
  - c. To avoid touching areas of the face such as eyes, nose and mouth.
  - d. To maintain distance/physical distancing of at least 1 meter when dealing with business actors or co-workers when on duty.
  - e. To wear work-only clothes and to change clothes when finished with work.

- f. To wear masks when leaving to and returning from work and while in the workplace.
  - g. To immediately take a shower and change clothes before making any contact with family members at home. Clean cellphones, glasses, bags, and other items with disinfectant liquid.
3. For Consumers/Customers
- a. To always wear masks while in public areas.
  - b. To keep their hands clean by washing hands frequently with soap and running water or using hand sanitizer.
  - c. To avoid touching areas of the face such as eyes, nose and mouth.
  - d. To maintain distance/physical distancing of at least 1 meter from other people.

Thus, this Circular Letter is to be implemented with full responsibility and in accordance with the provisions of laws and regulations.

Stipulated in Jakarta  
On May 20, 2020

MINISTER OF HEALTH  
OF THE REPUBLIC OF  
INDONESIA,

signed.  
**TERAWAN AGUS  
PUTRANTO**