

JOINT ADVISORY

MR No.: 055/21

Updated as of 9 August 2021

Updated Advisory for Safe Management Measures at Food & Beverage Establishments

1. The Multi-Ministry Taskforce (MTF) has announced a calibrated path for resumption of more economic and social activities under Phase 2 (Heightened Alert) from 10 August 2021. Current Safe Management Measures (SMMs) will be adjusted as we transit to the endemic state.
2. To provide a safe environment for customers and workers, food and beverage (F&B) establishments currently in operation must implement [Safe Management Measures \(SMMs\)](#), as required by the Ministry of Manpower (MOM) and comply with the COVID-19 (Temporary Measures) (Control Order) Regulations.
3. In addition, F&B establishments are required to comply with the measures set out by Enterprise Singapore (ESG), Housing & Development Board (HDB), Singapore Food Agency (SFA), Singapore Tourism Board (STB) and Urban Redevelopment Authority (URA) in this document. The information in this document supersedes that in previous advisories or statements.

Latest updates for F&B establishments

4. **F&B establishments are allowed to continue food service operations, with the exception of establishments with Pubs, Bars, Nightclubs, Discos and Karaoke SFA license categories or SSIC codes starting with 5613. F&B establishments that are allowed to operate must comply with the following:**

Vaccination-differentiated SMMs

- 4.1. **From 10 August 2021, F&B establishments are permitted to seat dine-in groups of up to 5 persons.**

- 4.1.1. **Vaccination-differentiated SMMs apply only if all the customers meet any of the following criteria:**

- a. Fully vaccinated (an individual is considered fully vaccinated two weeks¹ after he or she has received the full regimen of the Pfizer-BioNTech/Comirnaty or Moderna vaccines currently administered under the National Vaccination Programme, or after completing the

¹ For avoidance of doubt, D1 is the day of second dose of the vaccination and D15 refers to when the vaccine is effective.

- full regimen of vaccines on the World Health Organisation's Emergency Use Listing (WHO EUL) including the appropriate duration post-vaccination for the vaccine to be fully effective²); or
- b. Recovered from COVID-19 and can provide a valid Pre-Event Test (PET) exemption notice for the duration of his/her dine-in³ from an MOH-approved COVID-19 test provider; or
 - c. Have a valid negative PET result for the duration of his/her dine-in⁴ from an MOH-approved COVID-19 test provider within the last 24 hours.
- 4.1.2. Dine-in is not allowed if any individual within a group of up to 5 persons does not meet eligibility criteria.
 - 4.1.3. Children aged 12 years and below who do not meet the eligibility criteria may be included in the group of up to 5 persons. If there is more than one such child in the group, all children must be from the same household.
- 4.2. **F&B establishments may choose to introduce vaccination-differentiated SMMs depending on their operating model and clientele, and ability to check the status of individuals who dine-in. Otherwise, F&B establishments will only be allowed to operate take-away services.**
 - 4.2.1. **The use of the SafeEntry (Business) App is strongly encouraged to facilitate dine-in eligibility checks for both TraceTogether App and Token users. The SafeEntry Gateway Box cannot be used to facilitate these checks.**
 - 4.2.2. Refer to **Annex A** for the requirements for vaccination-differentiated SMMs.
 - 4.3. As hawker centres and coffeeshops⁵ are open-air and naturally ventilated spaces, a special concession would be given to allow vaccinated and unvaccinated individuals to dine in these settings, but subject to group sizes of up to 2 persons only. **For avoidance of doubt, food courts⁶ are allowed to open for dine-in only for fully vaccinated/ recovered/ tested customers (see para 4.1), and may continue to operate take-away services for all customers. However, only eligible customers are allowed to dine-in at food courts.**

Testing

- 4.4. **From 15 July 2021, F&B establishments providing dine-in services must place all employees on a regular Fast and Easy Testing (FET) regime using tests such as antigen rapid test (ART), regardless of their vaccination status. This can be done through employer-led supervised self-swabs⁷.**

² In addition to Pfizer-BioNTech/Comirnaty and Moderna, WHO EUL vaccines include Sinovac-CoronaVac, Sinopharm, and AstraZeneca. Individuals who are vaccinated with WHO-EUL vaccines will be considered as fully vaccinated and therefore eligible for vaccination-differentiated SMMs only if their vaccination records have been captured in MOH's national IT systems. Please refer to [MOH's Post Vaccination Matters website](#) for more information.

³ Recovered individuals can obtain a PET Exemption Notice from any clinic offering ART or PCR testing services. Refer to [go.gov.sg/swabproviders](#) for the list of MOH-approved COVID-19 test providers.

⁴ Unvaccinated individuals aged 13 or above must have a valid negative ART or PCR result from an MOH-approved COVID-19 test provider within the last 24 hours. Refer to [go.gov.sg/swabproviders](#) for the list of MOH-approved COVID-19 test providers. Self-administered ART supervised by employer and self-administered ART results are not recognised for vaccination-differentiated SMMs.

⁵ Coffee shops refer generally to F&B establishments with SFA coffee shop/ eating house/ canteen license.

⁶ Food courts refer generally to F&B establishments with SFA food court license.

⁷ SFA has sent out notices to relevant F&B licensees required to conduct FET for their employees.

- 4.4.1. This includes both part-time and full-time employees, as well as third-party contracted staff (e.g. cleaners) who work at the establishments. Business owners and store managers who work at these establishments must also undergo FET. Individuals who have recovered from a COVID-19 infection in the past 270 days are exempted from the FET requirement. Establishments can refer to the following [Gobusiness portal link](#) for more details.
- 4.5. **From 1 October 2021, all employees working in sectors that interact with customers in higher-risk mask-off settings are to be fully vaccinated or have to undergo regular testing.** This includes all employees working in F&B dine-in establishments. Unvaccinated employees and those who may be medically ineligible for vaccines on the National Vaccination Programme will be required to undergo twice weekly testing to mitigate risk of transmission to the public. The government will subsidise tests for the small group of individuals who are medically ineligible for vaccines under the National Vaccination Programme.
- 4.5.1. All employees must continue with the prevailing FET regime if F&B dine-in services are resumed.
- 4.5.2. Employers may wish to refer to [MOM's Advisory on COVID-19 vaccination in employment settings](#)
5. **All F&B establishments are also to note the following measures:**
- 5.1. **From 19 August 2021, all F&B establishments no longer need to conduct temperature screening given the high levels of vaccine coverage and increased surveillance measures such as FET.**
- 5.2. Sale and consumption of alcohol in all F&B establishments are prohibited after 2230hrs daily⁸. This includes consumption at any outdoor refreshment area and/or tables/chairs⁹ owned or managed by such establishment. As a best practice, by around 2200hrs, F&B operators should cease the sale of alcohol as a dine-in service and remind customers to consume their alcohol by 2230hrs.
- 5.3. Entertainment at F&B establishments (e.g. live entertainment, recorded music, and videos/TV screening) remain prohibited.
- 5.4. F&B establishments may serve as venues for marriage events and/or work-related events by third parties and are required to comply with the SMMs for these events¹⁰.

Protocol on handling COVID-19 cases

- 5.5. They should proactively manage potential contacts of COVID-19 cases at the workplace. Refer to <https://www.gobusiness.gov.sg/covid-faqs/> for more details.
- 5.6. Observe the protocol on disinfection for premises visited by positive COVID-19 cases. Refer to <https://www.gobusiness.gov.sg/covid-faqs/> for more details.

Safe Management Measures – Customer-facing operations/Front-of-house

6. The following measures apply to all customer-facing operations of F&B establishments:

⁸ This includes consumption by all individuals (such as customers, staff and vendors) within the F&B establishment.

⁹ The furniture should be kept/secured after close of business in such manner to prevent use.

¹⁰ Refer to **Annex B** for the SMMs on work-related events. Refer to the requirements at the [GoBusiness portal](#) for the SMMs on Marriage Solemnisations and Wedding Receptions.

6.1. Queue management

- 6.1.1. Clearly demarcate queue lines, put up signage to guide customers on where to queue to order and collect food, and ensure at least one-metre spacing between individual customers at areas such as entrances and cashier counters (e.g. through floor markers). One-metre spacing must also be maintained between queues and seated customers (e.g. remove seats that are too close to the queue if required).
- 6.1.2. Demarcate a waiting area for customers and delivery personnel to pick up their food.
- 6.1.3. Implement pre-ordering and pre-payment solutions where possible to minimise physical clustering of customers waiting to place or pick up their orders.
- 6.1.4. Encourage the use of self-checkouts, cashless or contactless payment methods to reduce contact between employees and customers.
- 6.1.5. Implement contactless pick-up for food delivery orders where possible to minimise interactions.
- 6.1.6. Ensure that customers and delivery personnel observe at least one-metre spacing at all times and do not cluster together.

6.2. Table and seating management

- 6.2.1. For F&B establishments that introduce vaccination-differentiated SMMs, group sizes must be limited to up to 5 persons.
- 6.2.2. F&B establishments must ensure that a safe distance of at least one metre is maintained between groups of up to 5 customers to mitigate the risk of transmission. This refers to the distance between the edges of every group or person. In addition, F&B establishments must ensure that the furniture is arranged in such a way to facilitate safe distancing between groups – for example, the distance measured between the backs of chairs used by customers in different groups, or the legs of chairs if there is no back, must also be at least one metre apart¹¹. Refer to <https://www.enterprisesg.gov.sg/covid-19/safe-distance> for the infographic on SMMs.
- 6.2.3. F&B establishments should not accept reservations or walk-ins, or allow in their premises social gatherings with more than 5 persons, even if they are split across multiple tables. Exceptions can only be made if all members of the group are from the same household, i.e. have the same place of residence (families living in different places of residence are not from the same household). However, they will need to be seated at multiple tables, with no more than 5 persons per table, and with at least one-metre spacing maintained between these groups. F&B establishments are required to verify customers' claims that they are from the same household, and can reject entry of customers at their discretion. **There must be no mixing or intermingling between groups.**
- 6.2.4. Where tables/seats are fixed, tables/seats should be marked out to accommodate groups of no more than 5 persons, while ensuring at least one-metre spacing between groups.
- 6.2.5. Self-service buffet lines are not allowed¹². Food lines where customers can queue and be served by F&B employees are allowed with the necessary measures in place (see paragraph 6.7).

¹¹ F&B establishments may use the bar counters to seat and serve meals to dine-in customers, but must ensure there is at least one-metre spacing between groups of customers.

¹² This also applies to catering companies, where they are not allowed to provide self-service buffet lines. Catering companies should also reference SMMs for MICE, Marriage Solemnisations and Wedding Receptions and work-related events where applicable.

6.3. **Crowd management**

- 6.3.1. Radio broadcasts, all forms of television, film and video screenings¹³ and the provision or allowance of other forms of public entertainment activities such as live music, dancing, variety acts and singing (by employees or customers), amusement devices, darts, billiards, pool, snooker, karaoke, gambling and/or gaming instruments (e.g. dice, mahjong tiles, playing cards)¹⁴ in the F&B premises are not permitted. F&B operators should also make clear to customers, for instance, that singing songs, including birthday songs, is not permitted.
- 6.3.2. F&B establishments are also not allowed to play any form of recorded music or sounds, including background music. Emphatic toasting with food or drinks is disallowed, by both employees and customers. Operators should also ensure that their employees refrain from conduct that could encourage customers to make emphatic toasts.
- 6.3.3. Operators of common play areas for children/toddlers/infants in F&B establishments¹⁵ must ensure at least one-metre spacing between groups of customers.

6.4. **Contact tracing**

- 6.4.1. F&B establishments must implement SafeEntry via TraceTogether-only SafeEntry (TT-only SE) for customers and visitors, with the exception of those that only provide takeaway and/or delivery, with no dine-in services¹⁶.
- 6.4.2. F&B establishments required to deploy SafeEntry for customers and visitors need to provide the SafeEntry Gateway¹⁷ (SEGW) as an additional option for SafeEntry check-in. SEGW is available as a feature within the SafeEntry (Business) App (updated to the latest version) and as a physical standalone device (SEGW Box). Do note that the SEGW Box cannot be used to facilitate the eligibility checks for the vaccination-differentiated SMMs.
- 6.4.3. **To facilitate more precise contact tracing efforts, SafeEntry check-out is also encouraged.** Businesses can facilitate check-out for their customers by toggling to the SEGW check-out function within the SafeEntry (Business) App. Businesses with a higher throughput of visitors and places where people are likely to be in close proximity for prolonged periods with masks off will also be eligible for SEGW Check-out Boxes¹⁸.
- 6.4.4. Refer to **Annex C** for more details on SafeEntry Check-in.

¹³ Except for advisory videos related to safe management measures. Static images and a carousel of static images on a digital screen (e.g. of menus and promotional items) without sound are not considered to be TV/video screenings.

¹⁴ The list of gaming instruments is as stated in the Common Gaming House (Instruments and Appliances for Gaming) Rules.

¹⁵ These play areas refer to the facilities provided free-of-charge in the establishments.

¹⁶ However, all F&B establishments must require their employees and vendors to do SafeEntry check-in via TraceTogether-only SafeEntry.

¹⁷ The SEGW enables contactless detection of both the TraceTogether App and Token, and serves as an additional means of SafeEntry check-in that is quicker and more seamless. It also allows users to check if their Token has run out of battery or is not working.

¹⁸ Refer to [go.gov.sg/gateway-overview](https://www.go.gov.sg/gateway-overview) for latest details on when the free SEGW Check-out Boxes are available.

6.5. **Health checks**

- 6.5.1. F&B establishments must conduct temperature screening¹⁹ and checks on visible symptoms²⁰ for customers at entrances, and advise those with fever and/or who appear unwell to visit a doctor before turning them away. Those that only provide takeaway and/or delivery are not required to do so.
- 6.5.2. From 19 August 2021, these establishments no longer need to conduct temperature screening. However, they can continue with the checks for visible symptoms for customers.
- 6.5.3. For checks required for vaccination-differentiated SMMs, refer to **Annex A**.

6.6. **Cleanliness and hygiene**

- 6.6.1. F&B establishments must ensure that all employees, delivery personnel and other onsite personnel wear their masks properly at all times. Employees who eat or drink onsite must wear their masks immediately after doing so. Establishments should also ensure that on-site customers wear their masks before food is served and immediately after their meals, as well as when customers move around the establishment.
- 6.6.2. F&B establishments must ensure that common spaces and items, high-touch surfaces (e.g. counters, menus), interactive components (e.g. tablets, smart kiosks) as well as play areas for children/toddlers/infants are frequently cleaned/disinfected.
- 6.6.3. Communal amenities for self-service (e.g. drink dispensers and condiment stations) must not be used²¹.
- 6.6.4. Self-service food samples are not allowed.
- 6.6.5. Hand sanitisers should be made available to employees and customers at common touchpoints (e.g. entry/exit doors, cashiers). Employees handling cash and other payment modes (e.g. credit cards) should clean or sanitise their hands before handling food and food packaging.

6.7. **Food lines served by employees²²**

- 6.7.1. F&B establishments must cover food at the food lines with shields or other forms of barriers to minimise exposure and mitigate food contamination risk.
- 6.7.2. Employees must pick the food for customers, and ensure that customers do not have contact with the food line.
- 6.7.3. Employees must not handle food with bare hands. They must use a clean fork, tongs, scoop or other suitable utensil²³.

¹⁹ Individuals with temperatures above 38 degrees Celsius are considered to be having a fever. F&B establishments with seated customers in malls need not conduct temperature screening and checks on visible symptoms for customers if the mall is already doing so. They should however do so, if they operate outside the mall hours.

²⁰ Notable visible symptoms to look out for include: (a) coughing; (b) sneezing; (c) breathlessness; and (d) a runny nose.

²¹ F&B establishments are allowed to place condiments and cutleries at their stall counters, as long as these are within sight of and managed directly by the employees.

²² Food lines are not permitted at weddings and funerals. For wedding receptions, F&B must continue to be served to seated customers. For funerals, F&B should not be consumed, with the exception of individually packed drinks and titbits, and individual bento boxes for family members of the deceased who keep vigil for the duration of the funeral wake. There should strictly be no sharing of drinks/ titbits at funerals.

²³ If the use of suitable utensils is not feasible, staff must wear clean gloves to handle the food. Appropriate hand hygiene practices must be observed; for more information on hand hygiene in food handling, please refer to <https://www.sfa.gov.sg/food-information/risk-at-a-glance/hand-hygiene-in-food-handling>

- 6.7.4. Employees must ensure that individuals queuing for food have their masks on at all times and maintain a safe distance of one-metre between individuals.
- 6.7.5. These would be on top of the existing additional SMMs that are mandated at work-related events and MICE events. For instance, each food line must not be used to serve participants from different zones at the same time. Separate food lines must be set up for each zone, where practicable. Please refer to the Safe Business Events Framework for details.

6.8. Ventilation and improving indoor air quality

- 6.8.1. F&B establishments are strongly encouraged to improve ventilation and improve indoor air quality in all premises. They may wish to refer to the Guidance Note on improving ventilation and indoor air quality in buildings issued by the Building and Construction Authority (BCA), National Environment Agency (NEA) and Ministry of Health (MOH)²⁴.
7. F&B establishments should put up clear signages to remind customers to comply with safe management requirements where applicable, and train and deploy service personnel to provide clear communication to customers on SMMs.
 8. F&B establishments should allow customers to use their own clean and reusable containers when ordering takeaways. This will help to reduce the amount of waste generated and ease the demand for disposable food containers.
 9. Refer to **Annex D** for other recommended guidelines.

Safe Management Measures – Workplace premises²⁵/Back-of-house/Kitchen

10. To ensure COVID-safe workplaces, F&B establishments should adhere to measures as outlined in [MOM's Requirements for Safe Management Measures at the Workplace](#), and take care of their workers, workplaces and those who may become unwell at their workplaces.
11. **Employers must ensure no cross-deployment across worksites²⁶, i.e. no employee should work at more than one worksite.**
 - 11.1. If cross-deployment cannot be avoided (e.g. due to the nature of the job), additional safeguards must be taken to minimise the risk of cross infection²⁷.
 - 11.2. For venues that have been visited by positive COVID-19 cases and asked to close by MOH, employees should not be redeployed to other worksites at all for the period of closure. If instructed to go for swabs, employers must ensure that their employees from these venues visit the designated Regional Screening Centre, "Swab and Send Home" (SASH) Public Health Preparedness Clinics or mobile swab sites for the COVID-19 test offered by MOH. These employees should stay at home and minimise social interactions during the period of closure even if their swab results are negative. They should also monitor their health closely, and visit a doctor immediately if unwell.

²⁴ This Guidance Note provides building owners and facilities managers with updated recommended measures to enhance ventilation and air quality in indoor spaces. Refer to [BCA's website](#) for the note.

²⁵ Refers to the F&B establishments' back-of-house operations involving employees, including at offices, warehouses and manufacturing facilities.

²⁶ This will not apply to industries/companies that need to do so due to the nature of their work. Such companies will be required to demonstrate that cross-deployment or interaction between employees is critical for business operations, when requested by MOM or their sector agencies.

²⁷ E.g. systems are in place to ensure no direct contact between the cross-deployed personnel.

Enforcement of measures

12. **Government agencies will be stepping up enforcement on F&B establishments and will take firm action against any breaches, including failure to maintain the one-metre safe distancing between groups and to prevent intermingling of groups, allowing group sizes above permissible limits, serving and allowing the consumption of alcohol after 2230hrs, and providing entertainment and games.**
13. **Under the COVID-19 (Temporary Measures) Act, first-time offenders will face a fine of up to S\$10,000, imprisonment of up to six months, or both. Subsequent offences may face a fine of up to S\$20,000, imprisonment of up to twelve months, or both.**
14. **Businesses that do not implement or comply with the government's requirements on SMMs may also be ineligible for government grants, loans, tax rebates and other assistance, and may also be subject to temporary closures.**

Annex A – Details of vaccination-differentiated SMMs

Annex B – SMMs for work-related events

Annex C – Details of SafeEntry check-in

Annex D – Other recommended guidelines for customer-facing operations

Issued by:

Enterprise Singapore

Housing & Development Board

Singapore Food Agency

Singapore Tourism Board

Urban Redevelopment Authority

Vaccination-differentiated SMMs (groups of up to 5 persons)

1. From 10 August 2021, F&B establishments²⁸ are permitted to seat dine-in groups of up to 5 persons, only if all the diners i) are vaccinated, or ii) are a recovered patient, or iii) have a valid negative COVID-19 test result covering the duration of dine-in.
2. F&B establishments may choose to introduce the vaccination-differentiated SMMs depending on their operating model and clientele, and ability to check the status of individuals who dine-in. Otherwise, F&B establishments will only be allowed to operate take-away services. Those who implement vaccination-differentiated dine-in are to comply with the relevant requirements below.
3. Allowing customers to dine in groups of up to 5 persons where any member of the group is not eligible would be an offence.

(I) REQUIREMENTS FOR VACCINATION-DIFFERENTIATED SMMS

- The following individuals are eligible to dine in a group of up to 5 persons in an F&B establishment:
 - a. A fully vaccinated individual
 - i. This refers to two weeks after he/she has received the vaccines currently administered under the National Vaccination Programme²⁹; or
 - ii. He/she has completed the full regimen for World Health Organisation's Emergency Use Listing (WHO EUL) vaccines inclusive of the appropriate duration post-vaccination for the vaccine to be fully effective, and had their vaccination records captured in MOH's IT systems³⁰.
 - b. A person who has recovered from COVID-19 and has a valid PET exemption notice for the duration of his/her dine-in³¹ from an MOH-approved COVID-19 test provider;
 - c. An unvaccinated person who has a valid negative Pre-Event Test (PET) result for the duration of his/her dine-in³² from an MOH-approved COVID-19 test provider within the last 24 hours. (See Diagram 1 below)

²⁸ As hawker centres and coffeeshops are open-air and naturally ventilated spaces, a special concession would be given to allow vaccinated and unvaccinated individuals to dine in these settings, but subject to group sizes of up to 2 persons only. Food courts are only allowed to open for dine-in for fully vaccinated/recovered/tested customers, or for takeaway services.

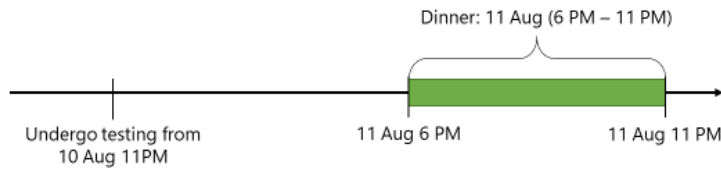
²⁹ For avoidance of doubt, D1 is the day of second dose of the vaccination and D15 refers to when the vaccine is effective.

³⁰ In addition to Pfizer-BioNTech/Comirnaty and Moderna, WHO EUL vaccines include Sinovac-CoronaVac, Sinopharm, and AstraZeneca. Individuals who are vaccinated with WHO-EUL vaccines will be considered as fully vaccinated and therefore eligible for vaccination-differentiated SMMs only if their vaccination records have been captured in MOH's national IT systems. Hard copy overseas vaccination certificates are not recognised for vaccination-differentiated SMMs. Please refer to [MOH's Post Vaccination Matters website](#) for more information.

³¹ Recovered individuals can obtain a PET Exemption Notice from any clinic offering ART or PCR testing services. Refer to [go.gov.sg/swabproviders](#) for the list of [MOH-approved COVID-19 Test Provider](#).

³² Unvaccinated individuals aged 13 or above must have a valid negative ART or PCR result from an [MOH-approved COVID-19 Test Provider](#) within the last 24 hours. Self-administered ART supervised by employer and self-administered ART results are not recognised for vaccination-differentiated SMMs.

Diagram 1: Validity period of negative PET result



- The eligibility for vaccination-differentiated SMMs, illustrated using the SafeEntry (Business) App icons, can be found in Diagram 2 below.

Diagram 2: Eligibility for Vaccination-differentiated SMMs

Vaccination Status	Test Status	Eligibility for Vaccination-Differentiated SMMs
		 Unless PET Exemption Notice presented
		 Unless PET Exemption Notice presented
		 Unless PET Exemption Notice presented

- Dine-in is not allowed if any individual within a group of up to 5 persons does not meet the above eligibility criteria.
- Children aged 12 years and below who do not meet the eligibility criteria may be included in the group of up to 5 persons. If there is more than one such child in the group, all children must be from the same household.

(II) PROCESSES TO BE IMPLEMENTED BY F&B ESTABLISHMENTS

- F&B establishments that implement vaccination-differentiated SMMs should put up clear signages to inform customers on this and verify each customer’s eligibility status, in addition to implementing TraceTogether-only SafeEntry (TT-only SE) for customers and visitors.

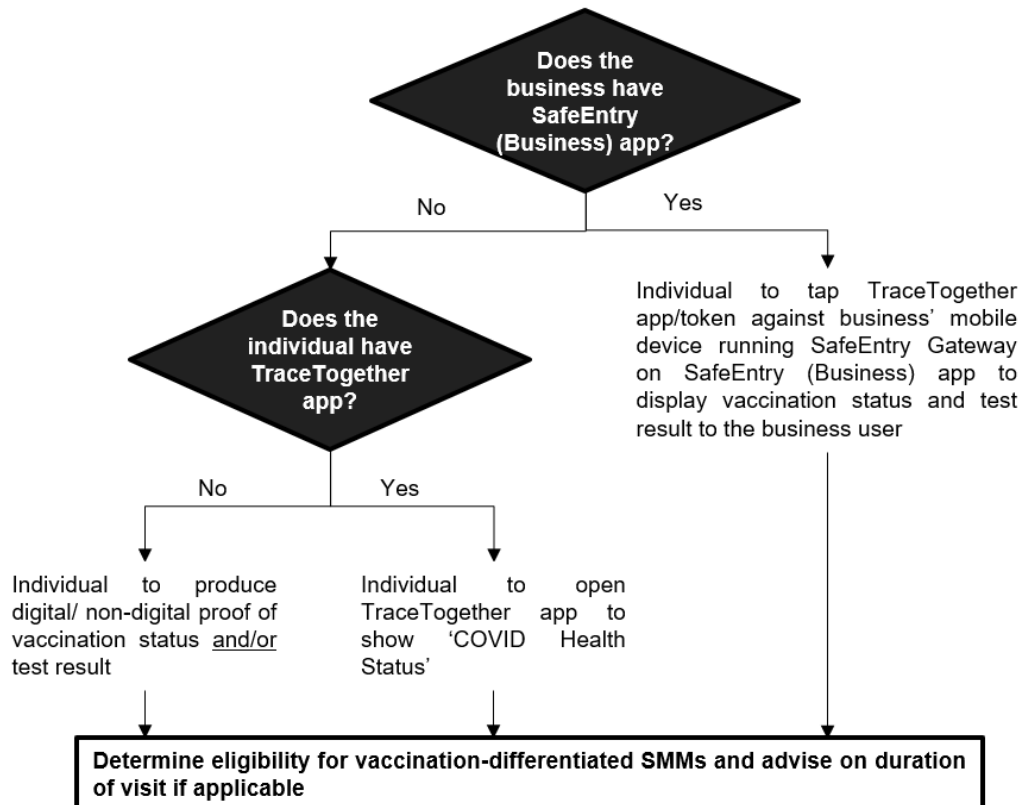
A. Appoint designated employee(s) to conduct relevant checks on customers

- F&B establishments must appoint at least one employee (e.g. supervisor or front-of-house staff) who can conduct the verification checks on the eligibility status of each individual.

- F&B establishments must reject dining groups if
 - Any member of the group (of up to 5 persons) does not provide the documents needed to show his or her eligibility; or
 - Any member of the group does not meet the eligibility criteria.

B. Conduct checks on required documentation

- The F&B establishment must verify that each customer fulfils the eligibility requirements before SafeEntry check-in and allowing the group to dine in their establishments.

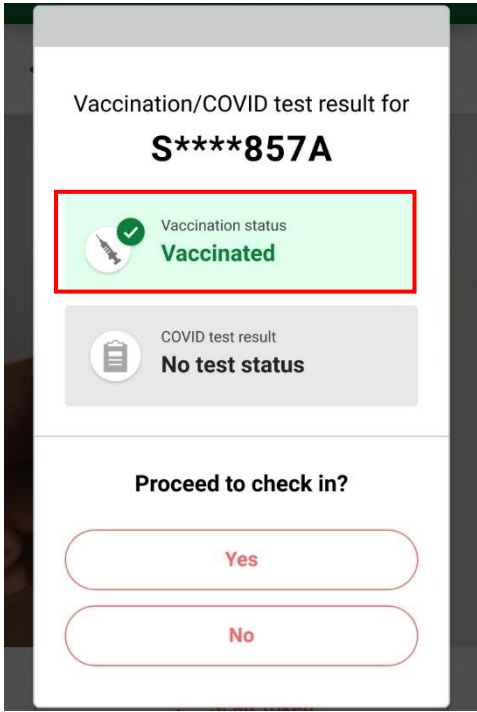


- **F&B establishments that have not downloaded the SafeEntry (Business) App to facilitate SafeEntry check-ins are strongly encouraged to do so to facilitate dine-in eligibility checks³³ for TraceTogether Token and App users. Note that the SafeEntry Gateway Box cannot be used to facilitate these checks.**
- F&B establishments that have deployed the SafeEntry (Business) App and SafeEntry Gateway (SEGW) function to facilitate check-ins should ensure that the app has been updated to the latest version.
- The vaccination-differentiated SMMs check-ins should be enabled for the venue via the SafeEntry (Business) dashboard, before they are able to verify vaccination status and test result³⁴.

³³ F&B establishments offering dine-in services must implement SafeEntry via TraceTogether-only SafeEntry (TT-only SE) for customers and visitors. F&B establishments required to deploy SafeEntry for customers and visitors need to provide the SEGW as an additional option for SafeEntry check-in.

³⁴ Please see the user guide at <https://go.gov.sg/status-check> for step-by-step instructions.

- F&B establishments can check customers' vaccination and test statuses by requesting them to tap their TraceTogether (TT) Token or App (open in the foreground) against the establishment's mobile device running SEGW on SafeEntry (Business) App. The customer's last 4 alphanumeric characters of their government-issued identification number, vaccination and test status will be displayed. If the customer meets criteria for vaccination-differentiated SMMs, tap on "Yes" to complete the SafeEntry check-in. If the customer does not meet criteria for vaccination-differentiated SMMs, tap on "No" to deny entry.
- If the above method is not available, the F&B establishment may use a camera/2D scanner linked to the SafeEntry (Business) app to scan the TraceTogether Token QR code. In extenuating circumstances, NRIC/FIN can also be scanned at the discretion of the F&B establishment. Customers should be reminded to replace Tokens that are faulty or out of battery.
- Note that from now until end August 2021, only the HealthHub App is able to show all WHO EUL vaccines.
- Checks by F&B establishments should be limited to the verification of each customer's eligibility status for vaccination-differentiated SMMs, and data should not be used for other purposes or stored.

A. For fully vaccinated individuals ³⁵	
Acceptable Documents ³⁶	Images
<p>Vaccination Status on SafeEntry (Business) App</p> <p>Ensure that the 'Vaccinated' icon appears as shown in the picture before proceeding with check in.</p> <p>The COVID test result should not be red ('not cleared').</p>	 <p>The screenshot shows the SafeEntry (Business) app interface. At the top, it displays 'Vaccination/COVID test result for S****857A'. Below this, there are two status boxes: a green box for 'Vaccination status' which is 'Vaccinated' (with a green checkmark icon), and a grey box for 'COVID test result' which is 'No test status' (with a grey document icon). At the bottom, there is a prompt 'Proceed to check in?' with two buttons: 'Yes' and 'No'.</p>

³⁵ Individuals who are vaccinated with WHO-EUL vaccines will be considered as fully vaccinated and therefore eligible for vaccination-differentiated SMMs only if their vaccination records have been captured in MOH's national IT systems. Hard copy overseas vaccination certificates are not recognised for vaccination-differentiated SMMs. Please refer to [MOH's Post Vaccination Matters website](#) for more information.

³⁶ For the full list of acceptable documents, please refer Section 6: Resources at <https://www.moh.gov.sg/covid-19/pet>.

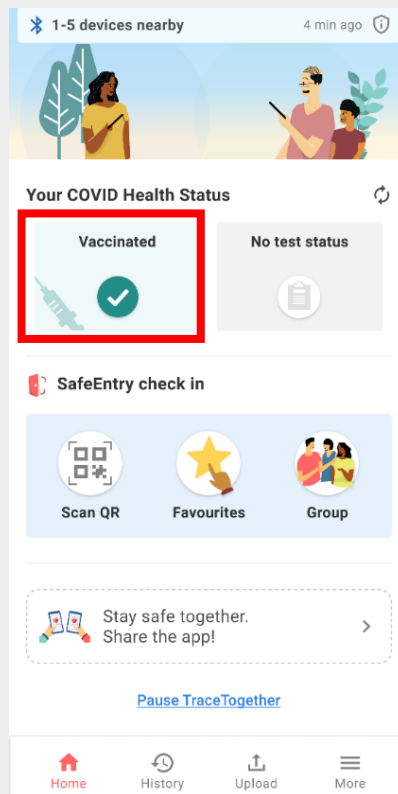
Vaccination Status on TraceTogether or HealthHub application

Ensure it is not a screenshot by asking the individual to click on other icons within the app.

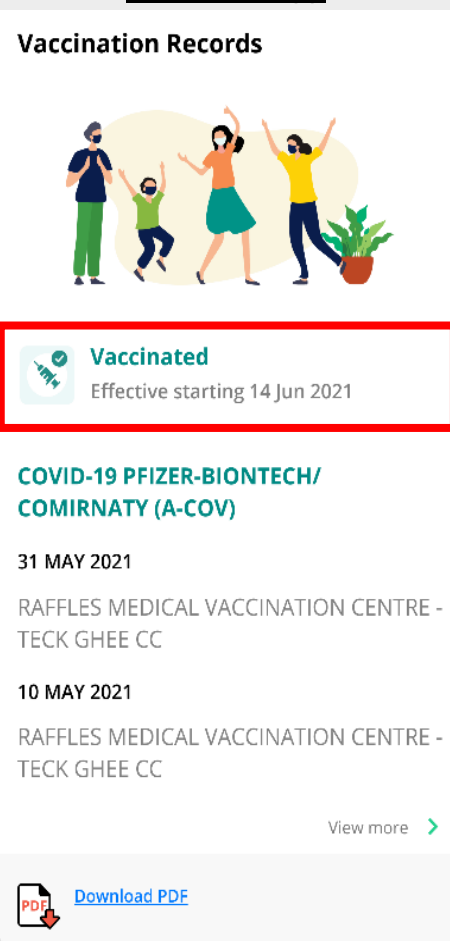
Ensure that the 'Vaccinated' icon on the TraceTogether and HealthHub app appears as shown in the pictures here.

The COVID test result should not be red ('not cleared').

TraceTogether App



HealthHub App



B. For individuals who have recovered from COVID-19

Acceptable Documents

PET Exemption Notice

This will be issued by any clinics offering ART or PCR testing services in printed, hard-copy form.

Verify if the notice belongs to the individual by checking against his/her Government-issued photo identification.

Ensure that the PET Exemption Notice is valid for the duration of the dine-in.

Images



PRE-EVENT TESTING (PET) EXEMPTION NOTICE

Full Name: ABCDEF
(as per NRIC/FIN/Passport)

NRIC/FIN/Passport Number: XXXXX567A

Country of Passport Issue Country
(only for foreigners without FIN):

To whom it may concern,

This is to certify that the abovementioned first tested positive for SARS-CoV-2 (COVID-19) via a Polymerase Chain Reaction (PCR) test* on <date>. He/She is exempted from Pre-Event Testing (PET) till <date> (inclusive).

2. For further details, please contact [Name of Clinic (and Branch if applicable), email, phone number].

Thank you.

Stamp/ Signature/Date

Name:

Designation:

Clinic Name (and Branch if applicable):

* Recovered travellers/ returning SCs/PRs with overseas PCR+ results with local S+ result must provide GP with proof of overseas PCR+ result for the issuance of the PET Exemption Notice.

Alternatively, the individual can present his/her discharge memo only if it indicates the exemption period.



MINISTRY OF HEALTH
SINGAPORE

DISCHARGE MEMO

Name of Patient: _____

NRIC/FIN: _____

To whom it may concern,

The abovementioned patient first tested positive for SARS-CoV-2 (COVID-19) via a PCR test on _____ and was isolated under the Infectious Diseases Act. The abovementioned patient was discharged on _____.

The abovementioned patient has since completed the necessary period of isolation for the treatment of COVID-19 and is **no longer infectious**. He is exempted from Pre-Event Testing until <date>.

[Please indicate N.A if not applicable]

The abovementioned patient has also been given a leave of absence¹ to rest and recover at his/her place of residence until _____.

Thank you.

For any queries, please contact the MOH Emergency Line at 1800 333 9999 or email to moh_qsm@moh.gov.sg.

DR DERRICK HENG
DEPUTY DIRECTOR OF MEDICAL SERVICES
PUBLIC HEALTH GROUP

¹ During the period of the Leave of Absence, you should remain in your place of accommodation/ residence as much as possible, and only leave your place of accommodation/residence for essentials (e.g. food and groceries, urgent medical treatment). If you have a prior non-pressing medical appointment, you should call your healthcare provider and inform them that you are on Leave of Absence, so that they can assist to reschedule your appointment.

After your Leave of Absence is over, you may report back to work, subject to prevailing safe distancing measures imposed by the Government.

C. For unvaccinated individuals with a valid negative COVID-19 Test Result

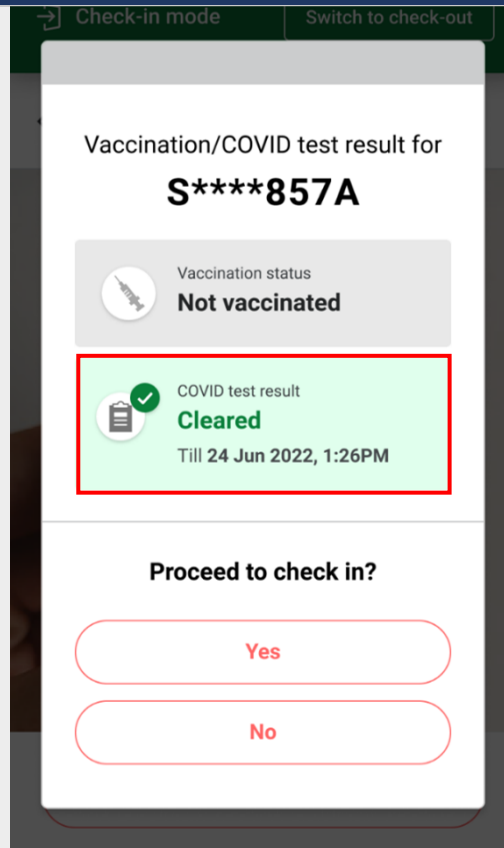
Acceptable Documents

Test Status on SafeEntry (Business) App

Ensure the test result is “Cleared” and valid for the duration of the dine-in before proceeding with check in.

Note: Self-administered ART supervised by employer and self-administered ART results are not recognised for vaccination-differentiated SMMs, and will not be reflected in the SafeEntry (Business) App.

Images

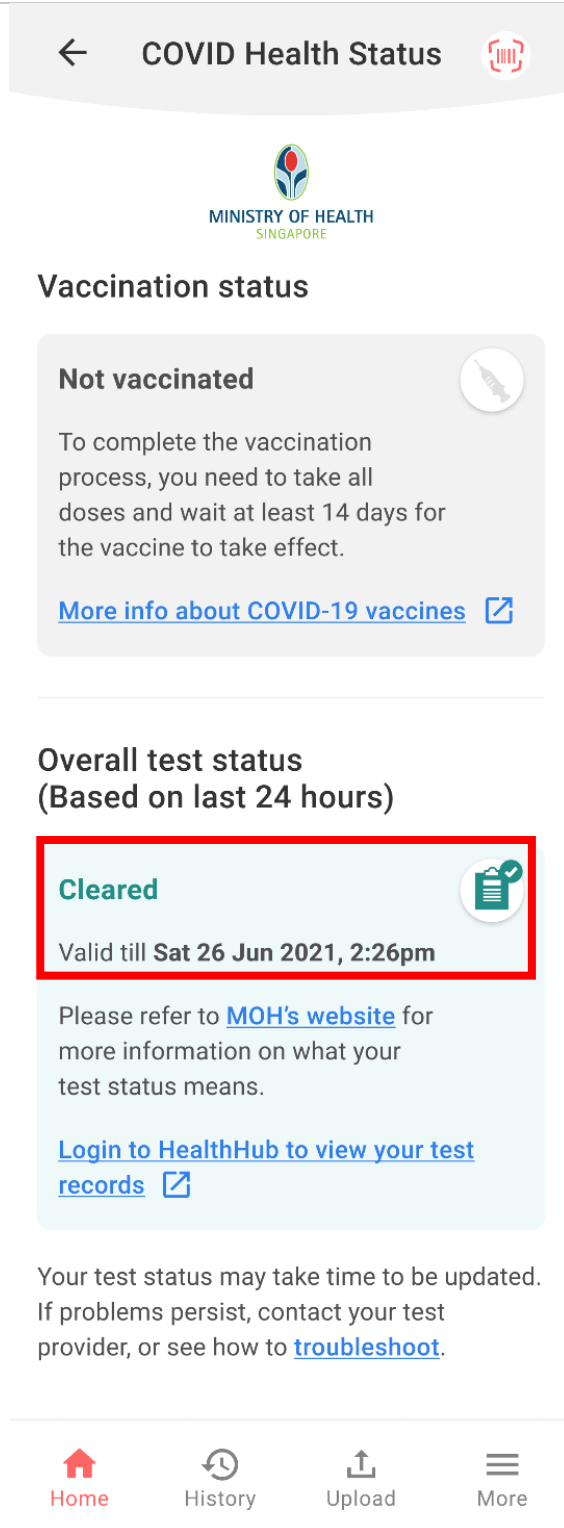


COVID Health Status on TraceTogether App (detailed display upon tapping test status card)

Ensure the test result is “Cleared” and valid for the duration of the dine-in.

Ensure it is not a screenshot by asking the individual to click on other icons within the app.

Note: Self-administered ART supervised by employer and self-administered ART results are not recognised for vaccination-differentiated SMMs, and will not be reflected in the TraceTogether App.

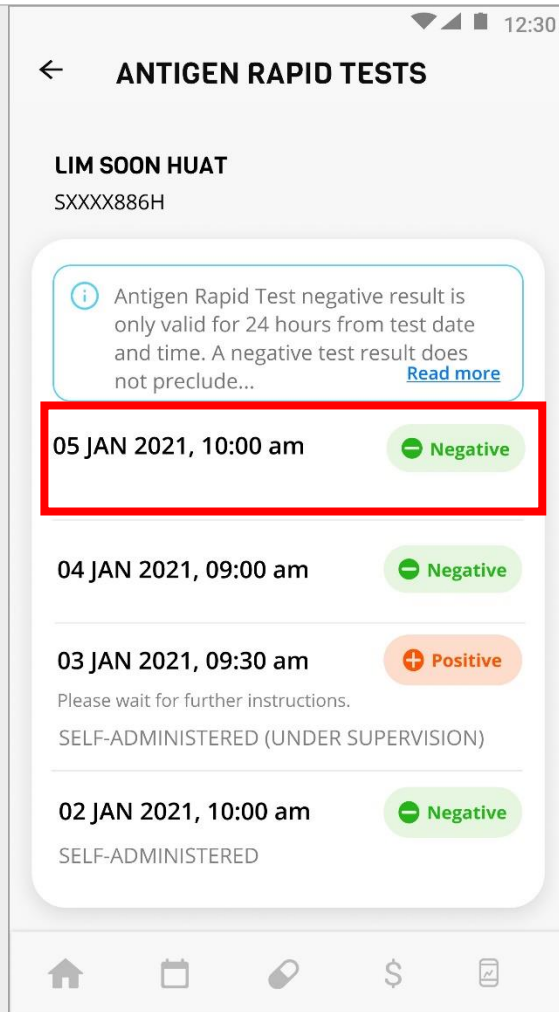


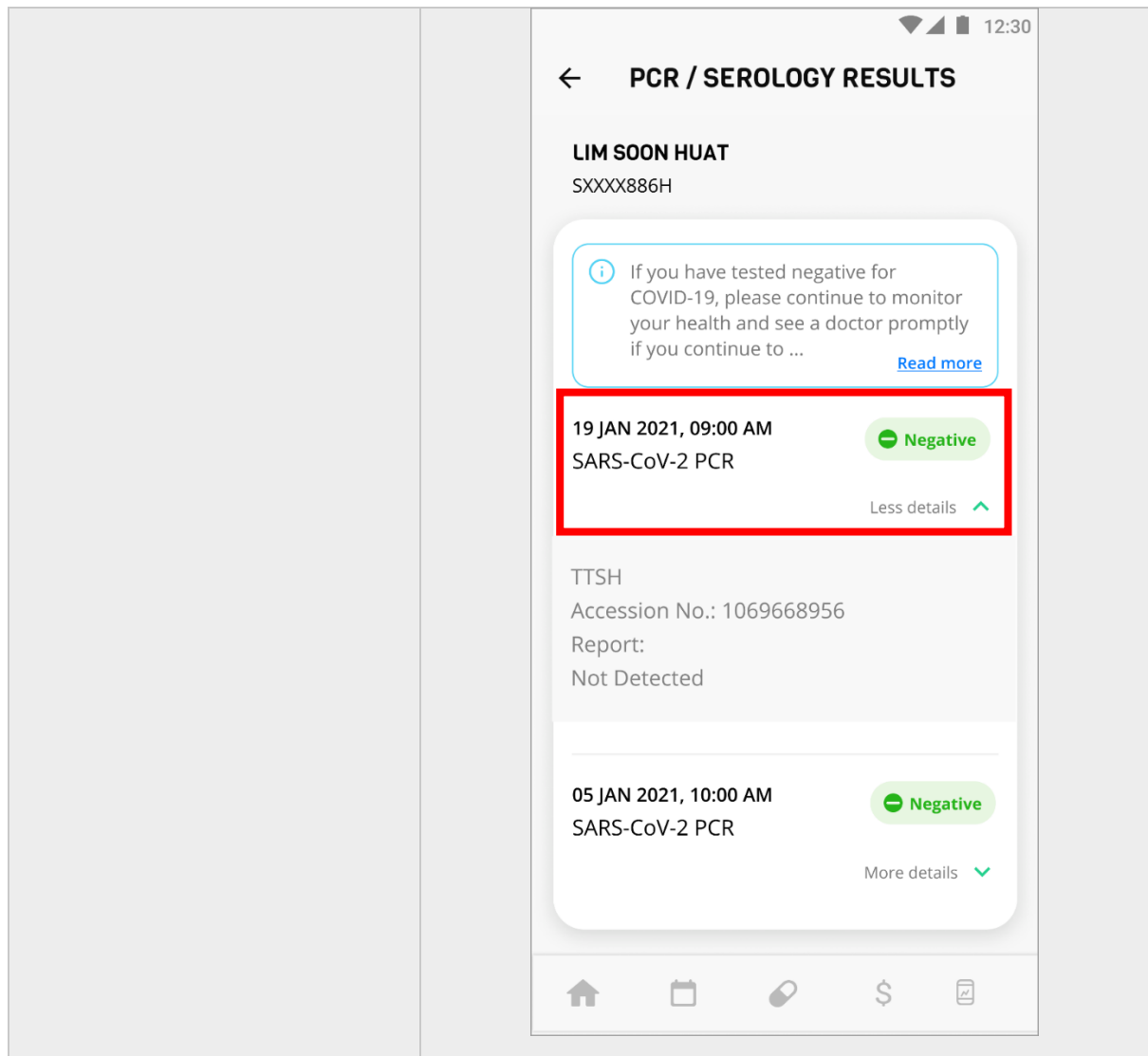
COVID-19 ART/ PCR Test Result on HealthHub app

Ensure result is Negative and valid for the duration of the dine-in.

Ensure it is not a screenshot by asking the individual to click on other icons within the app.

Note: Self-administered ART supervised by employer and self-administered ART results are not recognised for vaccination-differentiated SMMs.





Child aged 12 and below (i.e. born in or after the year 2009)

- Verify age for children 12 years and below old³⁷ (e.g. student concession card).
- If there is more than one child in the group of up to 5 persons, verify that the children belong to the same household.
- Ensure there is no mixing or mingling between different groups.

³⁷ F&B establishments may exercise discretion on checks for children who are clearly below the age limit.

SMMs for Work-related Events

Work-related events (both non customer-facing and customer-facing³⁸) can be held within the workplace premises and third-party venues. Prevailing guidelines for the respective event venues will apply.

Non customer-facing events:

- Events held in F&B establishments are subject to a cap of 50 persons or a lower number, depending on venue capacity and safe distancing requirements.
- At least one-metre spacing between individuals must be maintained at all times.
- Food and drinks are not allowed.
- Prevailing SMMs as indicated in MOM's Requirements for Safe Management Measures at the workplace³⁹, e.g. one-metre distancing requirement, continue to apply.

Customer-facing events:

- Events organised by F&B establishments within their own F&B premises are subject to the maximum number of individuals that the venue may accommodate after safe distancing measures are adhered to.
- Events organised by external parties at F&B establishments (where the F&B premises now function as a third-party venue) are subject to a cap of 50 persons (excluding service staff) or a lower number, depending on venue capacity and safe distancing requirements.
- Food and drinks are not allowed.
- Food fairs are not permitted.
- All other prevailing workplace and venue SMMs must be adhered to.

Such events are not permitted at public and common areas such as mall atriums, public transport nodes, HDB estates and common corridors.

³⁸ Non customer-facing events include conferences, seminars, corporate retreats, etc, while customer-facing events include product launches, F&B establishment openings, marketing/branding events etc. Social and recreational gatherings (e.g. farewell lunch, team bonding activity) at the workplace will not be allowed from 19 July 2021.

³⁹ Refer to [MOM's Requirements for Safe Management Measures at the Workplace](#).

Details on SafeEntry Check-in

- With TraceTogether-only SafeEntry (TT-only SE) implemented at F&B establishments, SafeEntry check-in can only be done by:
 - i) Scanning the SafeEntry QR code using the TraceTogether App;
 - ii) Bringing the TraceTogether Token or App close to a SEGW; or
 - iii) If the above methods are not available, the venue may use a camera/2D scanner linked to SafeEntry (Business) App to scan the TraceTogether Token QR code.
(Venues should remind visitors to replace Tokens that are faulty or out of battery.)
- F&B establishments are required to deploy SafeEntry via TT-only SE to log the check-in of customers and visitors to their premises, with the exception of those that only provide takeaway and/or delivery, with no dine-in services. However, all F&B establishments must require their employees and vendors to do SafeEntry check-in via TT-only SE.
- In addition, F&B establishments required to deploy SafeEntry for customers and visitors need to provide the SEGW as an additional option for SafeEntry check-in. SEGW is available as a feature within the SafeEntry (Business) App (updated to the latest version) and as a physical standalone device (SEGW Box). Do note that the SEGW Box cannot be used to facilitate the eligibility check for the vaccination-differentiated SMMs.
- **To facilitate more precise contact tracing efforts, SafeEntry check-out is also encouraged.** Businesses can facilitate check-out for their customers by toggling to the SEGW check-out function within the SafeEntry (Business) App. Businesses with a higher throughput of visitors and places where people are likely to be in close proximity for prolonged periods with masks off will also be eligible for SEGW Check-out Boxes⁴⁰.
- For avoidance of doubt, TraceTogether Token check-in and SEGW both refer to the mode of check-in, while TT-only SE refers to the overall programme which will permit only TraceTogether modes of check-in (i.e. TraceTogether App or Token).

For more information, please refer to the FAQs on www.safeentry.gov.sg.

⁴⁰ Refer to go.gov.sg/gateway-overview for latest details on when the free SEGW Check-out Boxes are available.

Other recommended guidelines for customer-facing operations

A. Reduce physical interaction

- Implement mobile ordering, pre-ordering and electronic payment solutions where possible, to minimise physical contact between customers and employees.

B. Queue Management

- Where practicable, manage queues using digital systems or take down customers' details and call them when their orders/seats are ready.
- Where practicable, separate queues from the dine-in seating areas as well as waiting areas for takeaway customers and delivery personnel.

C. Crowd Management

- To minimise socialising/mingling, F&B establishments should take additional steps to manage higher-risk areas (e.g. bar counters or standing tables) where there is a greater likelihood of customers mixing between groups. This may be done by seating customers on stools or clearly demarcating the boundaries for each dining area to ensure separation of at least one metre between groups at all times.
- F&B establishments should avoid activities that would attract large crowds inside and outside of their premises (e.g. aggressive hourly deals).
- Operators should take additional steps to manage the capacity within common play areas for children/toddlers/infants (e.g. deploying an employee to man the area), where practicable.

D. Encourage takeaways and home delivery

- Where practicable, collection and delivery from store should be spaced out and contactless⁴¹.
- Take reasonable steps to ensure that delivery personnel observe at least one-metre spacing at all times and do not cluster together.
- Refer to the [Advisory for Delivery Businesses](#) for guidelines on delivery requirements.

E. Cleanliness and hygiene

- Where possible, place hand sanitisers in close proximity to high-touch surfaces and common spaces/items for employees and customers to sanitise their hands. Employees should wash their hands or use hand sanitisers after handling cash, coming into contact with high touch surfaces and devices, and between serving different tables or groups of customers.
- Where possible, F&B establishments should ensure that tables and chairs are thoroughly cleaned with disinfecting agents⁴² after each diner vacates the table.
- Serving cutlery should be provided for customers who are sharing food.
- The provision of condiments (e.g. sauces) and cutleries at self-serve common stations should not be allowed, unless these are individually packed and sealed.

⁴¹ Where contactless collection is done, F&B establishments must label the orders clearly for easy pick-up and have arrangements in place such that customers do not come into contact with orders that are not their own.

⁴² A list of suggested cleaning products and disinfecting agents can be found at <https://www.nea.gov.sg/our-services/public-cleanliness/environmental-cleaning-guidelines/guidelines/interim-list-of-household-products-and-active-ingredients-for-disinfection-of-covid-19>

- Condiments, cutleries and utensils should be provided to customers only after they are seated or upon request.

F. Use of F&B establishments as venue for events (e.g. solemnisation & work-related events)

- If an F&B outlet is used as a third-party event space, as a best practice, only one event should be held in the outlet at a time. If more than one event is held concurrently or if an event is held at the same time as normal F&B dine-in services, the event(s) should be clearly demarcated from other events and normal F&B dine-in services. Each area should be completely separated by either a solid partition (at least 1.8-metre high, from wall to wall); or a minimum three-metre spacing demarcated by continuous physical barriers (e.g. plexiglass screens, barricade tape, queue poles). There must be no mixing or intermingling of guests from separate events or between guests from the events and normal F&B dine-in customers.

G. Food lines served by employees

- For food lines served by employees, F&B establishments should remind customers not to touch the shields covering the food; these shields should also be cleaned regularly.
- Customers should not talk to or interact with others when in the line, even if they are from the same group.
- There should be no common handling of items. Plates should not be passed back and forth between server and customer. For repeated visits to the food line, customers should use a new plate.
- Food lines at MICE events must not be used to serve participants from different zones at the same time. Separate food lines must be set up for each zone, where practicable.

JOINT ADVISORY

MR No.: 056/21

Updated as of 9 Aug 2021

Updated Advisory for Safe Management Measures at Retail Establishments and Lifestyle-Related Services

1. The Multi-Ministry Taskforce (MTF) has announced a calibrated path for resumption of more economic and social activities under Phase 2 (Heightened Alert) from 10 August 2021. Current Safe Management Measures (SMMs) will be adjusted as we transit to the endemic state.
2. To provide a safe environment for customers and workers, retail establishments and lifestyle-related services currently in operation must implement [Safe Management Measures \(SMMs\)](#), as required by the Ministry of Manpower (MOM) and comply with the COVID-19 (Temporary Measures) (Control Order) Regulations.
3. In addition, retail establishments and lifestyle-related services are required to comply with the measures set out by Enterprise Singapore (ESG), Housing & Development Board (HDB), Singapore Tourism Board (STB) and Urban Redevelopment Authority (URA) in this document. Establishments required to comply with these measures include malls, supermarkets and standalone stores¹. The information in this document supersedes that in previous advisories or statements.

Latest updates for Retail establishments

4. **Retail establishments and lifestyle-related services are to comply with the following from 10 August 2021:**
 - 4.1. **Social gatherings are allowed to comprise up to 5 persons.** In line with this, retail establishments are to ensure at least one-metre spacing between groups of customers (of up to 5 persons). Malls should also ensure that crowds do not gather at atriums or common spaces, and discourage the consumption of food and drinks at such spaces.

Vaccination-differentiated SMMs

- 4.2. **Services and activities in higher-risk settings, which require masks to be removed, are allowed to resume in groups of up to 5 persons if customers are fully vaccinated. These include personal care services (e.g. facial treatments, make-up services and saunas), Food & Beverage (F&B) dine-in and indoor high-intensity/ mask-off sports services.**

- 4.2.1. The customers must meet any of the following criteria:

¹ These refer to stores that occupy entire buildings, e.g. IKEA, Decathlon Innovation Lab.

- a. Fully vaccinated (an individual is considered fully vaccinated two weeks² after he or she has received the full regimen of the Pfizer-BioNTech/Comirnaty or Moderna vaccines currently administered under the National Vaccination Programme, or after completing the full regimen of vaccines on the World Health Organisation's Emergency Use Listing (WHO EUL) including the appropriate duration post-vaccination for the vaccine to be fully effective³); or
 - b. Recovered from COVID-19 and can provide a valid Pre-Event Test (PET) exemption notice for the duration of the service/activity⁴ from an MOH-approved COVID-19 test provider; or
 - c. Have a valid negative PET result for the duration of the service/activity⁵ from an MOH-approved COVID-19 test provider within the last 24 hours.
- 4.2.2. Children aged 12 years and below who do not meet the eligibility criteria may be included in the group of up to 5 persons. If there is more than one such child in the group, all children must be from the same household.
- 4.2.3. Refer to **Annex A** for more details on the requirements for vaccination-differentiated SMMs for establishments providing personal care services.

Testing

- 4.3. **Since 15 July 2021, it has been mandatory for establishments providing personal care services (e.g. facial and nail services, spas/saunas, massage establishments, hairdressing, and make-up services) to place all employees on a regular Fast and Easy Testing (FET) regime using tests such as antigen rapid test (ART), regardless of their vaccination status.**
- 4.3.1. This includes both part-time and full-time employees, as well as third-party contracted staff (e.g. cleaners) who work at the establishments. Business owners and store managers who work at the workplace must also undergo FET. Individuals who have recovered from a COVID-19 infection in the past 270 days are exempted from the FET requirement. Establishments can refer to the following [Gobusiness portal link](#) for more details.
- 4.4. **From 1 October 2021, a “vaccinate or regular test” regime will be introduced for individuals working in sectors that interact with customers in higher-risk mask-off settings, including personal care services. These employees are to be fully vaccinated or have to undergo regular testing.** Unvaccinated employees and those who may be medically ineligible for vaccines on the National Vaccination Programme will be required to undergo twice weekly testing to mitigate risk of transmission to the public. The government will

² For avoidance of doubt, D1 is the day of second dose of the vaccination and D15 refers to when the vaccine is effective.

³ In addition to Pfizer-BioNTech/Comirnaty and Moderna, WHO EUL vaccines include Sinovac-CoronaVac, Sinopharm, and AstraZeneca. Individuals who are vaccinated with WHO-EUL vaccines will be considered as fully vaccinated and therefore eligible for vaccination-differentiated SMMs only if their vaccination records have been captured in MOH's national IT systems. Please refer to [MOH's Post Vaccination Matters website](#) for more information.

⁴ Recovered individuals can obtain a PET Exemption Notice from any clinic offering ART or PCR testing services. Refer to [go.gov.sg/swabproviders](#) for the list of MOH-approved COVID-19 test providers.

⁵ Unvaccinated individuals aged 13 or above must have a valid negative ART or PCR result from an MOH-approved COVID-19 test provider within the last 24 hours. Refer to [go.gov.sg/swabproviders](#) for the list of MOH-approved COVID-19 test providers. Self-administered ART supervised by employer and self-administered ART results are not recognised for vaccination-differentiated SMMs.

subsidise tests for the small group of individuals who are medically ineligible for vaccines under the National Vaccination Programme.

4.4.1. All employees must continue with the prevailing FET regime if personal care services which require masks to be removed are resumed.

4.4.2. Employers may wish to refer to [MOM's Advisory on COVID-19 vaccination in employment settings](#).

5. All retail establishments and lifestyle-related services are also to note the following measures:

5.1. With F&B establishments allowed to resume food service operations under their respective SMMs, malls need not designate and demarcate a dining area for their own employees and mobile workers (such as taxi and private hire car drivers, food delivery personnel and SDAs) to take their meals.

Occupancy/Capacity limits

5.2. The occupancy limit for malls and large standalone stores⁶ will remain at **one person per 16 sqm of Gross Floor Area (GFA) until 18 August 2021**.

5.2.1. From 19 August 2021, if the COVID-19 situation remains under control, the occupancy limit will be increased to one person per 10 sqm of GFA.

5.3. The operating capacity of Commercial Family Entertainment Centres will remain at a maximum of **one person per 16 sqm of usable space or 25% operating capacity, whichever is lower⁷**.

5.3.1. From 19 August 2021, if the COVID-19 situation remains under control, this will be increased to one person per 10 sqm of usable space or 50% operating capacity, whichever is lower⁸.

Temperature screening

5.4. **From 19 August 2021, all malls, large standalone stores, supermarkets and retail establishments providing personal care and beauty services no longer need to conduct temperature screening given the high levels of vaccine coverage and increased surveillance measures such as FET.**

Protocol on handling COVID-19 cases

5.5. Proactively manage potential contacts of positive COVID-19 cases at the workplace. Refer to <https://www.gobusiness.gov.sg/covid-faqs/> for more details.

5.6. Observe the protocol on disinfection for premises visited by positive COVID-19 cases. Refer to <https://www.gobusiness.gov.sg/covid-faqs/> for more details.

Work-related events

6. Work-related events (both non customer-facing and customer-facing⁹) can be held within the workplace premises and third-party venues. Prevailing guidelines for the respective event venues will apply.

6.1. Non customer-facing events:

⁶ These refer to standalone stores > 930 sqm (or 10,000 sqft) of GFA.

⁷ Facilities below 50 sqm can admit up to 3 persons. This does not include employees.

⁸ Facilities below 50 sqm can admit up to 5 persons. This does not include employees.

⁹ Non customer-facing events include conferences, seminars, corporate retreats, etc, while customer-facing events include product launches, store opening, marketing/branding events, etc. Social and recreational gatherings (e.g. farewell lunch, team bonding activity) at the workplace are disallowed.

- Events held in retail establishments are subject to a cap of 50 persons or a lower number, depending on venue capacity and safe distancing requirements.
- At least one-metre spacing between individuals must be maintained at all times.
- Food and drinks are not allowed.
- Prevailing SMMs as indicated in MOM's Requirements for Safe Management Measures at the workplace¹⁰ continue to apply.

6.2. Customer-facing events:

- Events organised by retail establishments within their own retail premises are subject to the maximum number of individuals that the venue may accommodate after safe distancing measures are adhered to.
- Events organised by retail establishments at third-party venues are subject to a cap of 50 persons (excluding service staff) or a lower number, depending on venue capacity and safe distancing requirements.
- Events organised by external parties at retail establishments (where the premises now functions as a third-party venue) are subject to a cap of 50 persons (excluding service staff) or a lower number, depending on venue capacity and safe distancing requirements.
- Each group must be limited to a maximum of 5 persons, with at least one-metre spacing between groups.
- Food and drinks are not allowed.
- All other prevailing workplace and venue SMMs must be adhered to.

6.3. Such events are not permitted at public and common areas such as mall atriums, public transport nodes, HDB estates and common corridors.

Stipulated occupancy limits

7. **From 22 July through 18 August 2021**, the occupancy limit for all malls and large standalone stores > 930 sqm (or 10,000 sqft) of GFA will be one person per 16 sqm of GFA¹¹. This will be increased to one person per 10 sqm of GFA from 19 August 2021 if the COVID-19 situation remains under control.
8. All other stores (e.g. shops within malls, at HDB residential blocks, at MRT stations or bus interchanges) are not required to adhere to these occupancy limits as long as at least one-metre distancing between individual customers or groups of customers who are shopping together (**up to 5 persons**) is maintained.

Safe Management Measures – Customer-facing operations/Front-of-house

9. The following measures apply to all customer-facing operations of retail establishments and lifestyle-related services.
 - 9.1. **Safe distancing**
 - 9.1.1. Retail establishments are to ensure at least one-metre spacing between groups of up to 5 persons.
 - 9.1.2. Retail establishments are to clearly demarcate queue lines for customers at entrances, cashier counters, weighing counters, fitting rooms and must ensure at least one-metre spacing between individual customers in the queue (e.g. using floor markers).

¹⁰ Refer to [MOM's Requirements for Safe Management Measures at the Workplace.](#)

¹¹ For mixed-use developments, GFA refers to the retail component only.

9.1.3. Employees must manage queues to ensure that safe distancing is observed at all times.

9.2. Crowd management

9.2.1. Activities and events at public and common areas such as mall atriums, public transport nodes, HDB estates and common corridors are not allowed¹².

9.2.2. Malls should also ensure that crowds do not gather at atriums and common spaces, and discourage the consumption of food and drinks at such spaces.

9.2.3. Operators of common play areas for children/toddlers/infants in retail stores or malls¹³ must ensure at least one-metre spacing between groups of customers.

9.3. Contact tracing

9.3.1. The following retail establishments are required to deploy SafeEntry¹⁴ via TT-only SE to log the check-in of customers, vendors and visitors to their premises¹⁵:

- Malls;
- Large retail stores > 930 sqm or 10,000 sqft¹⁶;
- Supermarkets;
- Personal care services e.g. hairdressers, barbers, spas, beauty and wellness; and
- Facilities providing basic pet services (that do not function on a drop-off, pick-up basis).

9.3.2. Retail establishments required to deploy SafeEntry for customers and visitors will need to provide the SafeEntry Gateway¹⁷ (SEGW) as an option for SafeEntry check-in. SEGW is available as a feature within the SafeEntry (Business) App (updated to the latest version) and as a physical standalone device (SEGW Box).

9.3.3. **From 21 July 2021, TT-only SE and SafeEntry Gateway (SEGW) check-in requirements have been re-introduced at supermarkets that are fully within malls and buildings covered by SafeEntry and have the same operating hours.**

9.3.4. **To facilitate more precise contact tracing efforts, SafeEntry check-out is encouraged.** Businesses can facilitate check-out for their customers by toggling to the SEGW check-out function within the SafeEntry (Business) App. Businesses with a higher throughput of visitors and places where people are likely to be in close proximity for prolonged periods with masks off will also be eligible for SEGW Check-out Boxes¹⁸.

9.3.5. Refer to **Annex B** for more details.

¹² Such activities may be allowed for supermarkets on a case-by-case basis, if an extension of existing retail space is deemed necessary to ensure safe distancing. Approval must be sought from ESG.

¹³ These play areas refer to the facilities provided free-of-charge in the shops or at the malls' common areas.

¹⁴ More information on SafeEntry and a full list of places where SafeEntry must be deployed can be found at <https://covid.gobusiness.gov.sg/safemanagement/safeentry/>

¹⁵ However, all retail establishments and lifestyle-related services must require their employees to do SafeEntry check-in.

¹⁶ Large retail outlets that are fully within malls and buildings covered by SafeEntry and have the same operating hours, are not required to implement SafeEntry for customers, clients and visitors. They should, however, do so if they operate outside the mall hours.

¹⁷ The SEGW enables contactless detection of both the TraceTogether App and Token, and serves as an additional means of SafeEntry check-in that is quicker and more seamless. It also allows users to check if their Token has run out of battery or is not working.

¹⁸ Refer to go.gov.sg/gateway-overview for latest details on when the free SEGW Check-out Boxes are available.

- 9.4. **Health checks**
- 9.4.1. All malls, large standalone stores, supermarkets and retail establishments providing personal care and beauty services must conduct temperature screening¹⁹, employees must check for visible symptoms²⁰ for customers at entrances, and turn away those with fever and/or who appear unwell²¹.
- 9.4.2. From 19 August 2021, these establishments no longer need to conduct temperature screening. However, they can continue with the checks for visible symptoms for customers.
- 9.5. **Cleanliness and hygiene**
- 9.5.1. All employees, customers, delivery personnel and other onsite personnel must put on their masks properly at all times.
- 9.5.2. **All retail establishments must not serve food and drinks to customers.**
- 9.5.3. Hand sanitisers should be made available to employees and customers at common touchpoints (e.g. entry/exit doors, cashiers).
- 9.5.4. Product testers and samples for self-application and immediate consumption, e.g. perfume testers, make-up testers and unsealed food samples, are not allowed. Employees must also not apply the product sample directly on customers.
- 9.5.5. Retail establishments must ensure frequent cleaning and disinfection of:
- Common spaces such as counters and display shelves, where customers are served, as well as play areas for children/toddlers/infants;
 - Items such as shopping trolleys/baskets and handrails, which have high human contact; and
 - Interactive hardware such as iPads, mall directories, self-checkout kiosks or lift buttons.
- 9.6. **Ventilation and improving indoor air quality**
- 9.6.1. Retail establishments and lifestyle-related services are strongly encouraged to improve ventilation and improve indoor air quality in all premises. They may wish to refer to the Guidance Note on improving ventilation and indoor air quality in buildings issued by the Building and Construction Authority (BCA), National Environment Agency (NEA) and Ministry of Health (MOH)²².
10. Retail establishments should put up clear signages to remind customers to comply with safe management requirements where applicable, and train and deploy service personnel to provide clear communication to customers on SMMs.
11. Refer to **Annex C** for other recommended guidelines, and **Annex D** on guidance for specific trades.

¹⁹ Individuals with temperatures above 38 degrees Celsius are considered as having a fever. Supermarkets and stores providing beauty services in malls need not conduct temperature screening and checks on visible symptoms for customers if the mall is already doing so. They should, however, do so if they operate outside the mall hours.

²⁰ Notable visible symptoms to look out for include: (a) coughing; (b) sneezing; (c) breathlessness; and (d) a runny nose.

²¹ Except where the individual is entering the permitted premises to seek medical treatment for a specific symptom.

²² This Guidance Note provides building owners and facilities managers with updated recommended measures to enhance ventilation and air quality in indoor spaces. Refer to [BCA's website](#) for the note.

Safe Management Measures – Workplace premises²³

12. To ensure COVID-safe workplaces, retail establishments should adhere to measures as outlined in [MOM's Requirements for Safe Management Measures at the Workplace](#) and take care of their workers, workplaces and those who may become unwell at their workplaces.
13. **Employers must ensure no cross-deployment across worksites²⁴, i.e. no employee should work at more than one worksite.**
 - 13.1. If cross-deployment cannot be avoided (e.g. due to the nature of the job), additional safeguards must be taken to minimise the risk of cross infection²⁵.
 - 13.2. For venues that have been visited by positive COVID-19 cases and asked to close by the Ministry of Health (MOH), employees should not be redeployed to other worksites at all for the period of closure. If instructed to go for swabs, employers must ensure that their employees from these venues visit the designated Regional Screening Centre, "Swab and Send Home" (SASH) Public Health Preparedness Clinics or mobile swab sites for the COVID-19 test offered by MOH. These employees should stay at home and minimise social interactions during the period of closure even if their swab results are negative. They should also monitor their health closely, and visit a doctor immediately if unwell.

Enforcement of measures

14. Government agencies will be conducting inspections to check on the proper implementation of the SMMs. **Under the COVID-19 (Temporary Measures) Act, first-time offenders will face a fine of up to S\$10,000, imprisonment of up to six months, or both. For subsequent offences, they may face a fine of up to S\$20,000, imprisonment of up to twelve months, or both.**
15. Businesses that do not implement or comply with the government's SMMs may be ineligible for government grants, loans, tax rebates and other assistance, and may also be subject to temporary closures.

Annex A – Details of vaccination-differentiated SMMs for personal care services

Annex B – Details of SafeEntry check-in

Annex C – Other recommended guidelines for customer-facing operations

Annex D – Trade-specific Safe Management Measures for Retail Establishments and Lifestyle-Related Services

Issued by:

**Enterprise Singapore
Housing & Development Board
Singapore Tourism Board
Urban Redevelopment Authority**

²³ Refers to the retail establishments' back-of-house operations involving employees, including at offices, warehouses and manufacturing facilities.

²⁴ This will not apply to industries/companies that need to do so due to the nature of their work. Such companies will be required to demonstrate that cross-deployment or interaction between employees is critical for business operations, when requested by MOM or their sector agencies.

²⁵ E.g. systems are in place to ensure no direct contact between the cross-deployed personnel.

Vaccination-differentiated SMMs for personal care services (groups of up to 5 persons)

1. From 10 August 2021, services and activities in higher-risk settings, which require masks to be removed, are allowed to resume in groups of up to 5 persons only if all the customers i) are vaccinated, or ii) are a recovered patient, or iii) have a valid negative COVID-19 test result covering the duration of service/activity. These include personal care services (e.g. facial treatments, make-up services and saunas), Food & Beverage (F&B) dine-in and indoor high-intensity mask-off sports.
2. Allowing customers to partake in services and activities in higher-risk settings where any member of the group is not eligible would be an offence.

(I) REQUIREMENTS FOR VACCINATION-DIFFERENTIATED SMMS

- The following individuals are eligible to partake in services/activities provided by the establishments providing personal care services in a group of up to 5 persons:
 - a) A fully vaccinated individual
 - i. This refers to two weeks after he/she has received the vaccines currently administered under the National Vaccination Programme²⁶; or
 - ii. He/she has completed the full regimen for World Health Organisation's Emergency Use Listing (WHO EUL) vaccines inclusive of the appropriate duration post-vaccination for the vaccine to be fully effective²⁷.
 - b) An individual who has recovered from COVID-19 and has a valid PET exemption notice for the duration of the service/activity²⁸ from an MOH-approved COVID-19 test provider;
 - c) An unvaccinated person who has a valid negative Pre-Event Test (PET) result for the duration of the service/activity²⁹ from an MOH-approved COVID-19 test provider within the last 24 hours. (See Diagram 1 below)
- Children aged 12 years and below who do not meet the eligibility criteria may be included in the group of up to 5 persons. If there is more than one such child in the group, all children must be from the same household.

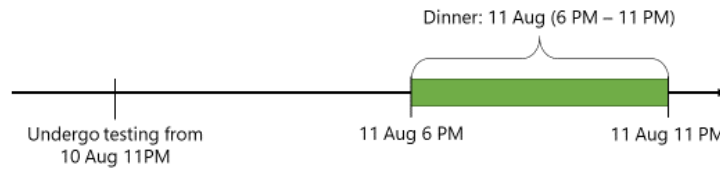
²⁶ For avoidance of doubt, D1 is the day of second dose of the vaccination and D15 refers to when the vaccine is effective.

²⁷ In addition to Pfizer-BioNTech/Comirnaty and Moderna, WHO EUL vaccines include Sinovac-CoronaVac, Sinopharm, and AstraZeneca. Individuals who are vaccinated with WHO-EUL vaccines will be considered as fully vaccinated and therefore eligible for vaccination-differentiated SMMs only if their vaccination records have been captured in MOH's national IT systems. Hard copy overseas vaccination certificates are not recognised for vaccination-differentiated SMMs. Please refer to [MOH's Post Vaccination Matters website](#) for more information.

²⁸ Recovered individuals can obtain a PET Exemption Notice from any clinic offering ART or PCR testing services. Refer to [go.gov.sg/swabproviders](#) for the list of MOH-approved COVID-19 test providers.

















²⁹ Unvaccinated individuals aged 13 or above must have a valid negative ART or PCR result from an MOH-approved COVID-19 test provider within the last 24 hours. Refer to [go.gov.sg/swabproviders](#) for the list of MOH-approved COVID-19 test providers. Self-administered ART supervised by employer and self-administered ART results are not recognised for vaccination-differentiated SMMs.

Diagram 1: Validity period of negative PET result



- The eligibility for vaccination-differentiated SMMs, illustrated using the SafeEntry (Business) App icons, can be found in Diagram 2 below.

Diagram 2: Eligibility for vaccination-differentiated SMMs

Vaccination Status	Test Status	Eligibility for Vaccination-Differentiated SMMs
 Vaccination status Vaccinated	 COVID test result No test status	
 Vaccination status Vaccinated	 COVID test result Cleared Till 24 Jun 2022, 1:26PM	
 Vaccination status Not vaccinated	 COVID test result Cleared Till 24 Jun 2022, 1:26PM	
 Vaccination status Not vaccinated	 COVID test result No test status	 Unless PET Exemption Notice presented
 Vaccination status Vaccinated	 COVID test result Not cleared	 Unless PET Exemption Notice presented
 Vaccination status Not vaccinated		

(II) PROCESSES TO BE IMPLEMENTED

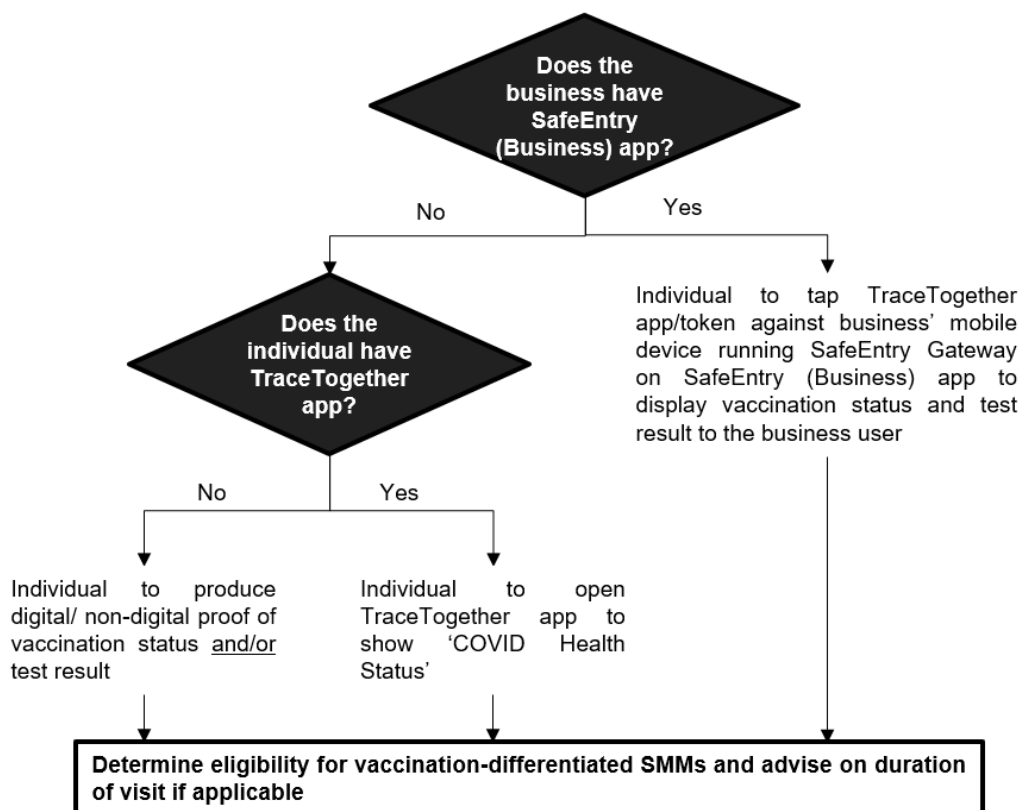
- Establishments providing personal care services should put up clear signages to inform customers on the vaccination-differentiated SMMs and verify each customer’s eligibility status, in addition to implementing TraceTogether-only SafeEntry (TT-only SE) for customers and visitors.

A. Appoint designated employee(s) to conduct relevant checks on customers

- The establishments must appoint at least one employee (e.g. supervisor or front-of-house staff) who can conduct the verification checks on the eligibility status of each customer.
- The establishments must reject customers if
 - Any customer or member of the group (of up to 5 persons) does not provide the documents needed to show his or her eligibility; or
 - Any member of the group does not meet the eligibility criteria.

B. Conduct checks on required documentation

- The establishment must verify that each customer fulfils the eligibility requirements before SafeEntry check-in and allowing the group to enter the establishment for the service/activity.



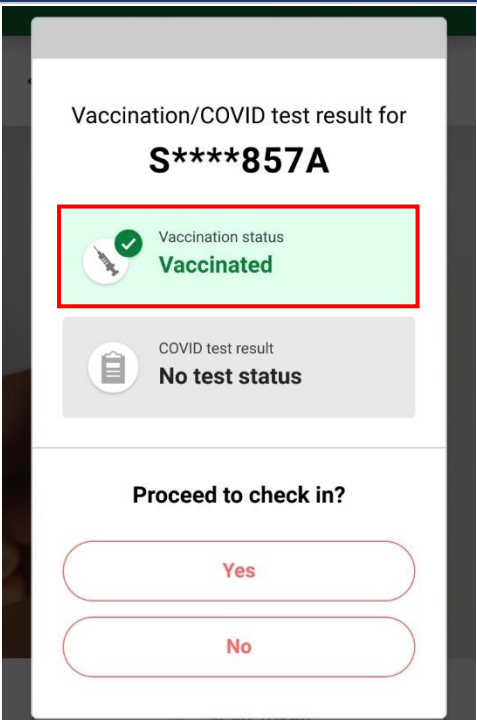
- Establishments that have not downloaded the SafeEntry (Business) App to facilitate SafeEntry check-ins are strongly encouraged to do so to facilitate eligibility checks³⁰ for TraceTogether Token and App users. Note that the SafeEntry Gateway Box cannot be used to facilitate these checks.
- Establishments that have deployed the SafeEntry (Business) App and SafeEntry Gateway (SEGW) function to facilitate check-ins should ensure that the app has been updated to the latest version.
- The vaccination-differentiated SMMs check-ins should be enabled for the venue via the SafeEntry (Business) dashboard, before they are able to verify vaccination status and test result³¹.
- Establishments can check customers' vaccination and test statuses by requesting them to tap their TraceTogether (TT) Token or App (open in the foreground) against the establishment's mobile device running SEGW on SafeEntry (Business) App. The customer's last 4 alphanumeric characters of their government issued identification number, vaccination and test status will be displayed. If the customer meets criteria for vaccination-differentiated SMMs, tap on "Yes" to complete the SafeEntry check-

³⁰ Establishments providing personal care services must implement SafeEntry via TraceTogether-only SafeEntry (TT-only SE) for customers and visitors. They are also required to provide the SEGW as an additional option for SafeEntry check-in.

³¹ Please see the user guide at <https://go.gov.sg/status-check> for step-by-step instructions.

in. If the customer does not meet criteria for Vaccination-differentiated SMMs, tap on “No” to deny entry.

- If the above method is not available, the F&B establishment may use a camera/2D scanner linked to the SafeEntry (Business) app to scan the TraceTogether Token QR code. In extenuating circumstances, NRIC/FIN can also be scanned at the discretion of the F&B establishment. Customers should be reminded to replace Tokens that are faulty or out of battery.
- Note that from now until end August 2021, only the HealthHub App is able to show all WHO EUL vaccines.
- Checks by the establishments should be limited to the verification of each customer’ eligibility status for vaccination-differentiated SMMs, and data should not used for other purposes or stored.

A. For fully vaccinated individuals ³²	
Acceptable Documents ³³	Images
<p>Vaccination Status on SafeEntry (Business) App</p> <p>Ensure that the ‘Vaccinated’ icon appears as shown in the picture before proceeding with check in.</p> <p>The COVID test result should not be red (‘not cleared’).</p>	

³² Individuals who are vaccinated with WHO-EUL vaccines will be considered as fully vaccinated and therefore eligible for vaccination-differentiated SMMs only if their vaccination records have been captured in MOH’s national IT systems. Hard copy overseas vaccination certificates are not recognised for vaccination-differentiated SMMs. Please refer to [MOH’s Post Vaccination Matters website](#) for more information.

³³ For the full list of acceptable documents, please refer Section 6: Resources at <https://www.moh.gov.sg/covid-19/pet>.

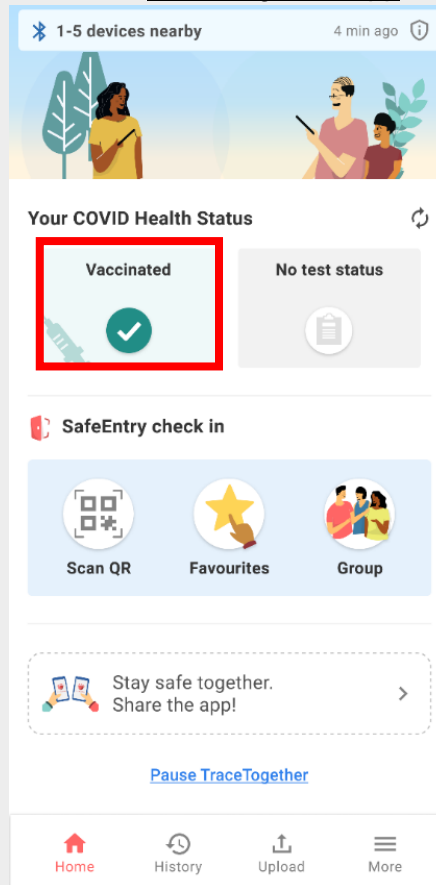
Vaccination Status on TraceTogether or HealthHub application

Ensure it is not a screenshot by asking the individual to click on other icons within the app.

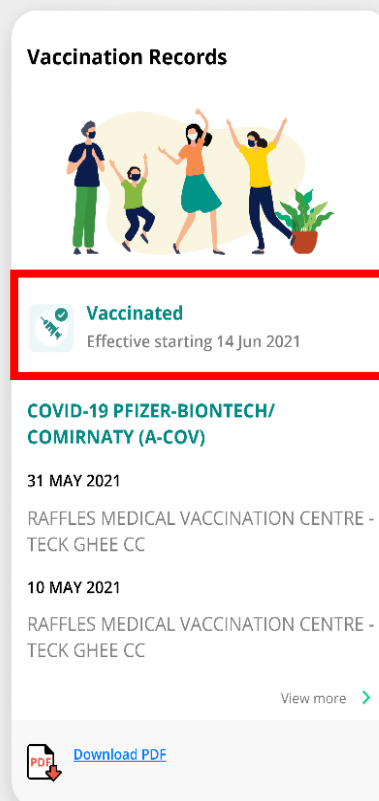
Ensure that the 'Vaccinated' icon on the TraceTogether and HealthHub app appears as shown in the pictures here.

The COVID test result should not be red ('not cleared').

TraceTogether App



HealthHub App



B. For individuals who have recovered from COVID-19

Acceptable Documents

PET Exemption Notice

This will be issued by any clinics offering ART or PCR testing services in printed, hard-copy form.

Verify if the notice belongs to the individual by checking against his/her Government-issued photo identification.

Ensure that the PET Exemption Notice is valid for the duration of the service/activity.

Images



PRE-EVENT TESTING (PET) EXEMPTION NOTICE

Full Name: ABCDEF
(as per NRIC/FIN/Passport)

NRIC/FIN/Passport Number: XXXXX567A

Country of Passport Issue Country
(only for foreigners without FIN):

To whom it may concern,

This is to certify that the abovementioned first tested positive for SARS-CoV-2 (COVID-19) via a Polymerase Chain Reaction (PCR) test* on <date>. He/She is exempted from Pre-Event Testing (PET) till <date> (inclusive).

2. For further details, please contact [Name of Clinic (and Branch if applicable), email, phone number].

Thank you.

Stamp/ Signature/Date

Name:

Designation:

Clinic Name (and Branch if applicable):

* Recovered travellers/ returning SCs/PRs with overseas PCR+ results with local S+ result must provide GP with proof of overseas PCR+ result for the issuance of the PET Exemption Notice.

Alternatively, the individual can present his/her discharge memo only if it indicates the exemption period.



MINISTRY OF HEALTH
SINGAPORE

DISCHARGE MEMO

Name of Patient: _____

NRIC/FIN: _____

To whom it may concern,

The abovementioned patient first tested positive for SARS-CoV-2 (COVID-19) via a PCR test on _____ and was isolated under the Infectious Diseases Act. The abovementioned patient was discharged on _____.

The abovementioned patient has since completed the necessary period of isolation for the treatment of COVID-19 and is **no longer infectious**. He is exempted from Pre-Event Testing until <date>.

[Please indicate N.A if not applicable]

The abovementioned patient has also been given a leave of absence¹ to rest and recover at his/her place of residence until _____.

Thank you.

For any queries, please contact the MOH Emergency Line at 1800 333 9999 or email to moh_qsm@moh.gov.sg.

DR DERRICK HENG
DEPUTY DIRECTOR OF MEDICAL SERVICES
PUBLIC HEALTH GROUP

¹ During the period of the Leave of Absence, you should remain in your place of accommodation/ residence as much as possible, and only leave your place of accommodation/residence for essentials (e.g. food and groceries, urgent medical treatment). If you have a prior non-pressing medical appointment, you should call your healthcare provider and inform them that you are on Leave of Absence, so that they can assist to reschedule your appointment.

After your Leave of Absence is over, you may report back to work, subject to prevailing safe distancing measures imposed by the Government.

C. For unvaccinated individuals with a valid negative COVID-19 Test Result

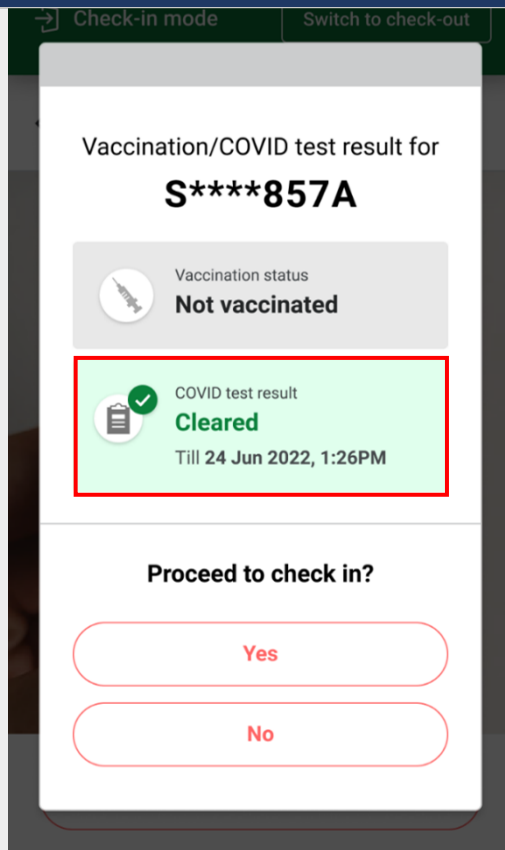
Acceptable Documents

Test Status on SafeEntry (Business) App

Ensure the test result is "Cleared" and within required validity period before proceeding with check in.

Note. Self-administered ART supervised by employer and self-administered ART results are not recognised for vaccination-differentiated SMMS, and will not be reflected in the SafeEntry (Business) App.

Images



COVID Health Status on TraceTogether App (detailed display upon tapping test status card)

Ensure the test result is “Cleared” and within required validity period.

Ensure it is not a screenshot by asking the individual to click on other icons within the app.

Note. Self-administered ART supervised by employer and self-administered ART results are not recognised for vaccination-differentiated SMMs, and will not be reflected in the TraceTogether App.

← COVID Health Status

MINISTRY OF HEALTH SINGAPORE

Vaccination status

Not vaccinated

To complete the vaccination process, you need to take all doses and wait at least 14 days for the vaccine to take effect.

[More info about COVID-19 vaccines](#)

Overall test status (Based on last 24 hours)

Cleared

Valid till **Sat 26 Jun 2021, 2:26pm**

Please refer to [MOH's website](#) for more information on what your test status means.

[Login to HealthHub to view your test records](#)

Your test status may take time to be updated. If problems persist, contact your test provider, or see how to [troubleshoot](#).

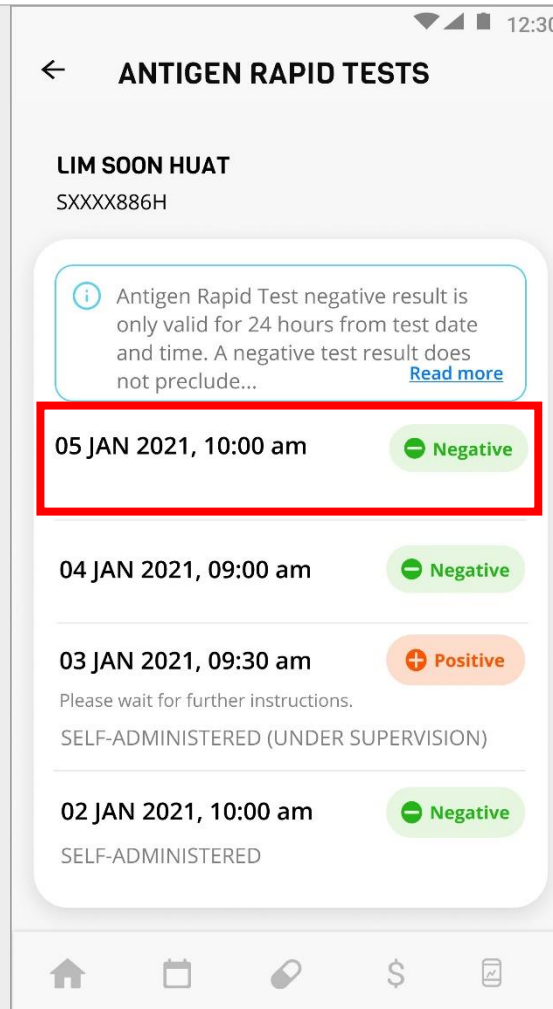
Home History Upload More

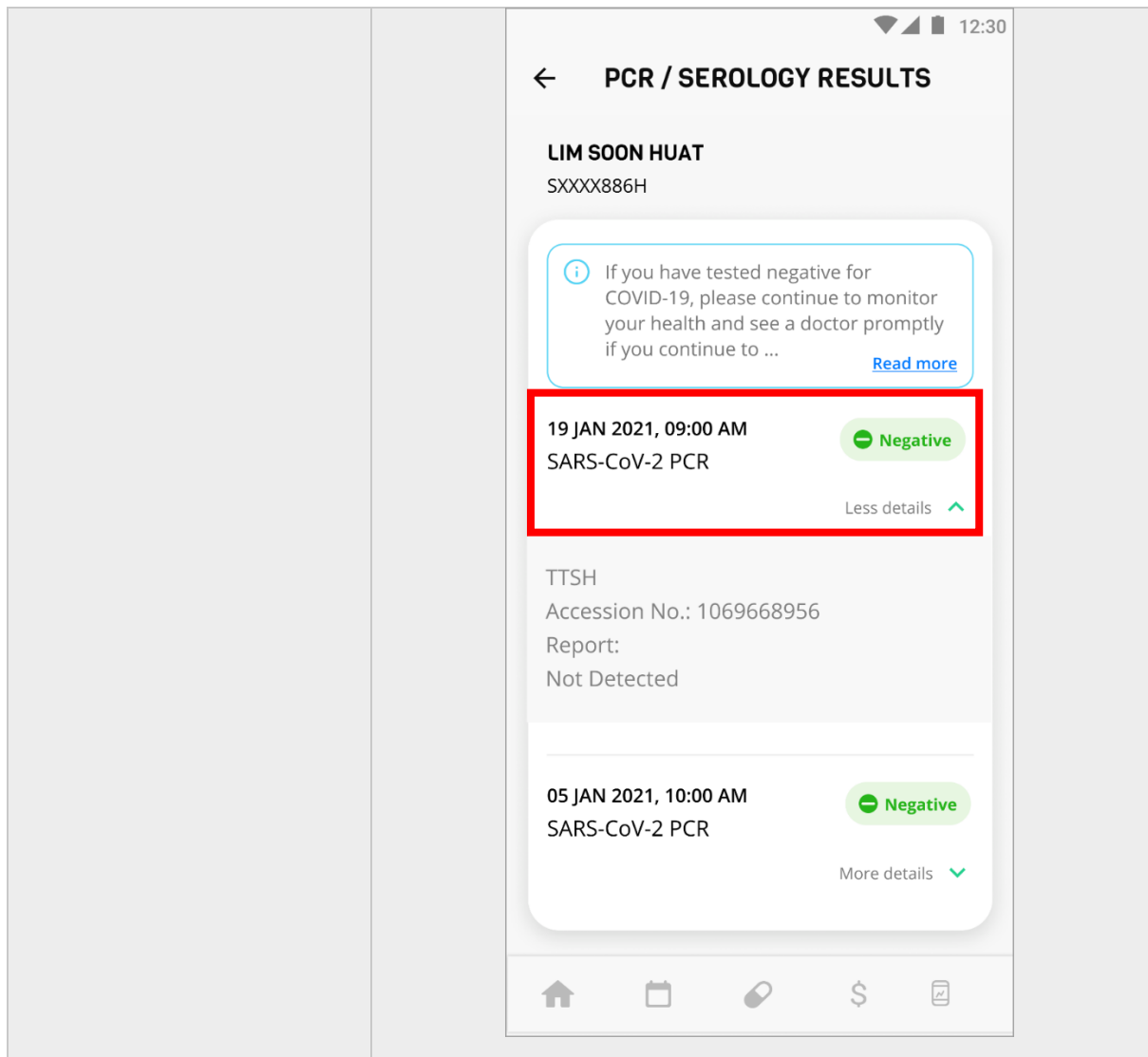
COVID-19 ART/ PCR Test Result on HealthHub app

Ensure result is Negative and within required validity period.

Ensure it is not a screenshot by asking the individual to click on other icons within the app.

Note. Self-administered ART supervised by employer and self-administered ART results are not recognised for vaccination-differentiated SMMs.





Child aged 12 and below (i.e. born in or after the year 2009)

- Verify age for children 12 years and below old³⁴ (e.g. student concession card).
- If there is more than one child in the group of up to 5 persons, verify that the children belong to the same household.
- Ensure there is no mixing or mingling between different groups.

³⁴ Establishments may exercise discretion on checks for children who are clearly below the age limit.

Details of SafeEntry check-in

- With TraceTogether-only SafeEntry (TT-only SE) implemented nation-wide, SafeEntry check-in can only be done by:
 - i) Scanning the SafeEntry QR code using the TraceTogether App;
 - ii) Bringing the working TraceTogether Token or updated App close to a SEGW; or
 - iii) If the above methods are not available, the venue may use a camera/2D scanner linked to SafeEntry (Business) App to scan the TraceTogether Token QR code.
(Venues should remind visitors to replace Tokens that are faulty or out of battery.)
- The following retail establishments are required to deploy TT-only SE to log the check-in of customers, vendors and visitors to their premises³⁵:
 - Malls;
 - Large retail stores > 930 sqm or 10,000 sqft³⁶;
 - Supermarkets;
 - Personal care services e.g. hairdressers, barbers, spas, beauty and wellness; and
 - Facilities providing basic pet services (that do not function on a drop-off, pick-up basis).
- Large retail stores (> 930 sqm or 10,000 sqft) located within a TT-only SE building (e.g. malls) that have the same operating hours as the building will no longer be required to deploy SafeEntry check-in for customers, vendors and visitors. Those located within a TT-only SE building but with longer operating hours must implement TT-only SE outside the building's operating hours.
- Small retail stores (< 930 sqm or 10,000 sqft) that were not required to deploy SafeEntry for customers but have voluntarily done so, should remove their SafeEntry check-ins.
- **Deployment of SafeEntry and SafeEntry Gateway for all Supermarkets:**
 - i) **From 21 July 2021**, SafeEntry and SafeEntry Gateway (SEGW) check-in requirements have been re-introduced at supermarkets that are fully within malls and buildings covered by SafeEntry and have the same operating hours.
 - ii) Other supermarkets, e.g. standalone supermarkets, that have been implementing TT-only SE and SEGW check-in facilities must continue to do so.
- Retail establishments required to deploy SafeEntry for customers and visitors need to deploy the SEGW as an additional option for SafeEntry check-in. SEGW is available as a feature within the SafeEntry (Business) App (updated to the latest version) and as a physical standalone device (SEGW Box). These establishments may apply for a free SEGW Box³⁷.
- **To facilitate more precise contact tracing efforts, SafeEntry check-out is also encouraged.** Businesses can facilitate check-out for their customers by toggling to the SEGW check-out function within the SafeEntry (Business) App. Businesses with a higher throughput of visitors and places where people are likely to be in close proximity for prolonged periods with masks off will also be eligible for SEGW Check-out Boxes³⁸.

³⁵ All retail establishments and lifestyle-related services must require their employees to do SafeEntry check-in via TT-only SE.

³⁶ Large retail outlets that are fully within malls and buildings covered by SafeEntry and have the same operating hours, are not required to implement SafeEntry for customers, clients and visitors. They should, however, do so if they operate outside the mall hours.

³⁷ Refer to go.gov.sg/gateway-overview for how to implement the SEGW and apply for a free SEGW Box.

³⁸ Refer to go.gov.sg/gateway-overview for latest details on when the free SEGW Check-out Boxes are available.

- For avoidance of doubt, TraceTogether Token check-in and SEGW both refer to the mode of check-in, while TT-only SE refers to the overall programme which will permit only TraceTogether modes of check-in (i.e. TraceTogether App or Token).

For more information on SafeEntry, please refer to the FAQs on www.safeentry.gov.sg.

Other recommended guidelines for customer-facing operations

A. Queue management

- Queues should not cause congestion for neighbouring establishments or at other parts of the mall.

B. Crowd management

- Limit groups of customers entering the store to no more than 5 persons.
- Do not hold activities that would attract large crowds inside and outside of the retail establishment (e.g. celebrity appearances, aggressive shopping deals, closed-door members sales).
- A standard operating procedure (SOP) should be put in place to manage long queues and large crowds that could form inside or outside stores (e.g. where popular products are displayed) and/or the mall.
- Encourage the use of self-checkout, and cashless or contactless payment to reduce contact between employees and customers.
- Encourage customers to book appointments, for the viewing and testing of products, as well as for services (e.g. consultation, repairs).
- Consider placing frequently purchased goods and necessities near the entrance or checkout to facilitate movement and reduce in-store dwell time.
- Operators should take additional steps to manage the capacity within common play areas for children/toddlers/infants (e.g. deploying an employee to man the area), where practicable.

C. Cleanliness and hygiene

- Limit display and testing of products, e.g. stationery, laptops, mobile phones, etc. Employees to conduct product demonstrations if required. Such products should also be sanitised regularly.
- Where possible, place hand sanitisers in close proximity of store entrances, high-touch surfaces like door handles, as well as common play areas. Encourage customers to sanitise their hands before entering stores and/or handling products on display.
- Supermarkets and other retail establishments which provide trolleys and baskets to their customers are encouraged to provide disinfectant wipes for customers to clean the handles of such trolleys and baskets.
- Products that customers touch frequently such as clothes, footwear, jewellery, accessories and optical products, should be cleaned, sanitised or sterilised frequently, where possible.

D. Encourage online retail, and “click & collect” for goods and delivery

- Encourage online retail and click-and-collect from store, to reduce dwell time
- Where practicable, collection and delivery from the store must be spaced out and contactless.
- Take reasonable steps to ensure that delivery personnel observe at least one-metre spacing at all times and do not cluster together.
- Refer to the [Advisory for Delivery Businesses](#) for guidelines on delivery requirements.

E. Use of retail establishments as a third-party venue for work-related events

- If a retail outlet is used as a third-party event space, as a best practice, only one event should be held in the outlet at a time. If not feasible, each third-party event should be clearly demarcated from the others, as well as from the main consumer shopping area. Each area should be kept completely separate by either a solid partition (at least 1.8-metre high, from wall to wall), or a minimum 3-metre spacing demarcated by continuous physical barriers (e.g. plexiglass screens, barricade tape, queue poles). There should be no mixing or intermingling of guests from separate events. Food and drinks must not be served.

Trade-Specific Safe Management Measures for Retail Establishments

The table below contains the trade-specific Safe Management Measures recommended for the **customer-facing operations** of retail establishments.

- **Retail establishments are reminded to ensure that their employees and customers wear their masks properly at all times, except when eating or drinking.**
- The other measures indicated as “**MUST**” below are also requirements to be implemented, in addition to the measures listed in the main body of the advisory.
- The remaining measures should be implemented, where practicable.

Category	Customer-facing operations
Malls, Standalone stores	<ul style="list-style-type: none"> • Allow tenants to extend queues beyond their premises and mark queue spots outside their units, in order to manage the crowd. However, this should not cause congestion at neighbouring stores or at other parts of the mall. • Put in place Standard Operating Procedures (SOPs) to identify hotspots and manage large crowds and long queues both within and outside the malls; these may include re-directing customers to other outlets, breaking the queues into several sections, putting up signs that indicate length of queuing time and implementing queue or appointment management systems³⁹. • Food delivery personnel entering the malls for food collection must do their SafeEntry check-in and temperature screening. Malls are encouraged to set up dedicated lanes for these food delivery personnel to enter the malls or allow them to be prioritised in other ways. This is so as to better manage the queues and mall capacity.
Supermarkets, Convenience stores, Mini-marts	<ul style="list-style-type: none"> • Consider providing dedicated shopping hours for vulnerable groups, such as the elderly, persons with disabilities and pregnant women. <p><u>Supermarkets</u></p> <ul style="list-style-type: none"> • Put in place Standard Operating Procedures (SOPs) to identify hotspots and manage large crowds and long queues both within and outside the supermarkets; these may include re-directing customers to other outlets,

³⁹ While implementing the necessary SMMs, malls should ensure that the entrance and exit points remain accessible to those with disabilities.

	<p>breaking the queues into several sections, putting up signs that indicate length of queuing time and implementing queue or appointment management systems.</p>
Books & Stationeries	<ul style="list-style-type: none"> Minimise browsing time by encouraging customers to read book summaries online and reduce browsing in-store.
Department stores	<ul style="list-style-type: none"> Consider establishing separate check-out / collection counters for in-store purchases, redemptions, click-and-collect and home delivery, to minimise queues. Put in place Standard Operating Procedures (SOPs) to identify hotspots and manage large crowds and long queues both within and outside the department stores; these may include re-directing customers to other outlets, breaking the queues into several sections, putting up signs that indicate length of queuing time and implementing queue or appointment management systems.
Fashion (Apparel, Shoes, Jewellery, Accessories and Optical wear)	<ul style="list-style-type: none"> Fitting rooms, seats and try-out areas should be spaced at least one metre apart and clearly demarcated. Fitting rooms should be disinfected after each use. Discourage the testing and trying of products. Products tried on by customers should be sanitised where possible, e.g. via steaming, cleaning, leaving overnight to air, or other reasonable sanitisation methods. Implement click-and-collect systems (customers can browse and purchase items online and collect them in stores) to reduce dwell time. Encourage online purchases by having a flexible return policy. <p><u>Apparel</u></p> <ul style="list-style-type: none"> Limit the number of apparels per fitting to minimise dwell time. Employees conducting tailoring and measuring services should wear personal protective equipment, e.g. masks at all times. <p><u>Jewellery, Watches, Accessories</u></p> <ul style="list-style-type: none"> Establishments offering piercing services MUST ensure that all tools are thoroughly disinfected before and after each use. <p><u>Optical Wear</u></p> <ul style="list-style-type: none"> Equipment used for eye checks and consultations MUST be sanitised before each new customer is served.
Beauty Retail	<ul style="list-style-type: none"> Swatches and individually packed samples, e.g. sachets, travel-sized products and gifts with purchase, may be distributed to customers upon request/completion of purchase. <p><i>Note: For services on makeovers and trial facials, refer to the section on Personal Care Services below.</i></p>

**Pharmacy,
Traditional Chinese
Medicine (TCM),
Health Supplement
Retail**

- Consider providing dedicated shopping hours for vulnerable groups, such as the elderly, persons with disabilities and pregnant women.

Pharmacy

- Encourage customers to opt for teleconsultation services and to book appointments with pharmacists, where available.

TCM and Health Supplement Retail

- Health drink/product sampling **MUST NOT** be allowed.
- Allow customers to arrange for pickup and/or delivery for replenishment of medication and/or supplements, or opt for teleconsultation services.
- Consider breaking bulk and pre-packing items, e.g. dried goods and herbs into sealed packets with fixed sizes, to minimise handling of products by customers.

Trade-Specific Safe Management Measures for Lifestyle-Related Services

The table below contains the trade-specific Safe Management Measures recommended for customer-facing operations of lifestyle-related services.

- **Lifestyle-related services** ~~Retail~~ establishments are reminded to ensure that their employees and customers put on their masks properly at all times, except when eating or drinking.
- The other measures indicated as “**MUST**” are also requirements to be implemented, on top of measures listed in the main body of the advisory.
- The remaining measures should be implemented, where practicable.

Category	Customer-facing operations
Personal Care Services (Spa and Wellness, Hair and Make-up, Nail Services, etc.)	<ul style="list-style-type: none"> • Personal care services that require the removal of masks (e.g. facial treatments or facial therapies) MUST be provided in private rooms. Operators MUST ensure that the private room is thoroughly disinfected before and after use. In settings where the mask-off personal care service cannot be provided in private rooms (i.e. open-format salons without private rooms), the operator should minimise the number of persons within the premises, segregate between areas where mask-on and mask-off services are being provided and improve the ventilation (e.g. put in place air purifier/open doors or windows), where possible. • From 15 July 2021, it is mandatory for establishments providing personal care services (e.g. facial and nail services, spas/saunas, massage establishments, hairdressing, and make-up services) to place all employees on a regular Fast and Easy Testing (FET) regime <u>once every 14 days</u>, using tests such as antigen rapid test (ART), regardless of their vaccination status. This includes both part-time and full-time employees, as well as third-party contracted staff (e.g. cleaners). • From 10 August 2021, operators providing mask-off personal care services are required to verify whether their customers have been fully vaccinated. Unvaccinated customers are not allowed to receive services/ treatments (refer to Annex A for more details). • From 1 October 2021, a “vaccinate or regular test” regime will be introduced for employees working at establishments providing personal care services. These employees are to be fully vaccinated or have to undergo regular testing. Unvaccinated employees and those who may be medically ineligible for vaccines will be required to undergo twice weekly testing. • For other services, masks MUST be worn by customers at all times. • Employees MUST wear masks at all times and sanitise their hands before and after each customer’s treatment. • All operators MUST disinfect all tools and workstations before and after each service.

- To avoid overcrowding, customers **MUST NOT** enter the premises until 10 minutes prior to the start of their appointment session. While within the premises, customers should refrain from mingling with other customers or employees.
- All operators **MUST NOT** serve food and drinks to customers, and should remove shared items such as magazines and newspapers.
- Operators that provide F&B offerings (e.g. restaurant) in their premises can only provide takeaway services, in a separate area from where the personal care service is provided.
- Employees should wear appropriate protective gear, where practicable.
- Encourage appointment bookings, implement queue management and booking system (e.g. digital booking systems or calling customers) to stagger customer appointments.
- Ensure good ventilation in the premises, where practicable.
- Assign one therapist to follow-through all treatments with the same customer, where practicable.

Spa and Wellness

- All clothing, towels and bedding **MUST** be changed after use by every customer.
- All equipment **MUST** be cleaned and sanitised after use by every customer. Allow sufficient time within operating hours for thorough cleaning.
- Establish a schedule to disinfect common areas and high-touch points regularly (e.g. waiting areas, check-out counters).
- Encourage customers to sanitise hands before and after every service.
- When tools are used to apply beauty products on customers, employees should not dip the same tools more than once into beauty product containers without sanitisation. Single-use massage oil, creams and beauty products are encouraged to prevent cross-contamination.

Note: Massage Establishments should refer to the Singapore Police Force's [Advisory](#) on Safe Management Measures for Massage Establishment Outlets.

Hairdressing Services

- All capes and towels **MUST** be changed after every service.
- All hairdressing equipment, e.g. scissors, combs, brushes, **MUST** be disinfected and sanitised after use by each customer.

Make-up Services

- All capes and towels **MUST** be changed after every service.

	<ul style="list-style-type: none"> • Brushes MUST be washed with soap after every use (encouraged to keep a spare set of brushes for alternate use) and sanitised before dipping into any cosmetic or beauty product. • Use single-use disposable applicators (e.g. disposable mascara wands, lip wands, face sponge), where practicable. • When tools are used to apply beauty products on customers, employees should not dip the same tools more than once into beauty product containers without sanitisation. <p><u>Nail Services</u></p> <ul style="list-style-type: none"> • Tools such as nail files, emery boards, buffers and other disposables MUST be disinfected or replaced after each use. • Employees MUST remove their aprons before going for breaks, meals, etc. Aprons MUST be sprayed with disinfectant daily and kept clean. • Manicure stations – MUST cover common contact areas, such as hand-rests, with a towel or disposable covers, and replace them after each customer. • Pedicure stations – MUST disinfect foot basin and wipe down the pedicure chair after each customer. • Use alternate workspace stations to ensure a safe distance of at least one metre between customers.
<p>Financial Services (Licensed and Exempt Moneylenders, Money Changers, Pawnbrokers, Remittance Services)</p>	<ul style="list-style-type: none"> • Encourage customers to sanitise hands before and after handling currency notes and coins. <p><u>Licensed Moneylenders and Exempt Moneylenders</u></p> <ul style="list-style-type: none"> • Encourage the use of digital payments and/or online transfers. • Encourage customers to book appointments ahead of visits. • Encourage online submission of documents prior to appointments for credit assessment. <p><u>Money Changers</u></p> <ul style="list-style-type: none"> • Encourage employees to practise good hand hygiene, e.g. by using hand sanitiser after handling cash, and avoid touching the face with their hands. <p><u>Pawnbrokers</u></p> <ul style="list-style-type: none"> • Encourage the use of digital payments and/or online transfers. • Encourage customers to book appointments ahead of visits.

	<p><u>Remittance services</u></p> <ul style="list-style-type: none"> • Encourage customers to book appointments. • Consider implementing e-services (website/app) to facilitate online remittance.
<p>Commercial Family Entertainment Centres (Indoor Kids' Playgrounds, Recreation and Leisure Centres)⁴⁰</p>	<ul style="list-style-type: none"> • Operators MUST conduct temperature screening and checks on visible symptoms for customers at entrances, and turn away those with fever and/or who appear unwell. • From 22 July through 18 August 2021, operating capacity MUST be kept to a maximum of one person per 16 sqm of usable space or 25% operating capacity, whichever is lower⁴¹, instead of one person per 10 sqm of usable space or 50% operating capacity. • From 10 August 2021, operators that cater F&B services within their premises are required to adhere to the vaccination-differentiated SMMs for the F&B sector. Refer to SMM Advisory for F&B establishments for more details. • Commercial Family Entertainment Centres with > 930 sqm (or 10,000 sqft) of Gross Floor Area can review operating capacity by referring to SMMs for Attractions released by STB, and submit refreshed proposals to enquiry@enterprisesg.gov.sg • Please refer to the Assessment Checklist: Requirements for Re-opening Proposal for the list of operational areas to be addressed and measures required for each area. • Groups of customers, including those participating in any organised group activities, MUST be limited to 5 or fewer persons, with at least one-metre spacing between tables or groups. • To reduce crowding, operators should: <ul style="list-style-type: none"> ○ Encourage guests/participants to book appointments in advance; ○ Implement a queue management system for entry into premises and between activity stations with clear demarcations for one-metre spacing among customers. • Consider having employees and guests/participants wear disposable gowns, gloves and socks within premises, where practicable. • Place hand sanitisers near frequently touched surfaces such as grab-bars. • Regularly clean and disinfect high-touch/interactive equipment and components within the premises. • Ensure that each activity station is manned and supervised by an employee, where practicable.
<p>Unmanned Massage Chairs, Claw Machines,</p>	<ul style="list-style-type: none"> • While using these facilities, customers MUST be at least one metre apart.

⁴⁰ Indoor attractions in touch with STB should continue to liaise with STB on the latest SMM guidelines.

⁴¹ Facilities below 50 sqm can admit up to 3 persons. This does not include employees.

Photobooths, Kiddy Rides	<ul style="list-style-type: none"> • Operators MUST clean and disinfect the massage chairs or machines frequently and between peak periods of usage, and at the end of the day, even if the facilities have self-disinfecting coatings. • Display signages to guide customers on safe distancing measures while using the facilities. • Provide hand sanitisers for customers to use before and after their sessions.
Pet Grooming	Refer to Operational Guidelines for Pet Establishments Providing Pet Grooming Services and Animal Physiotherapy and Rehabilitation Services (NPARKS) for more details.
Preschools and Early Intervention Centres	Refer to Phased Reopening of Preschools and Early Intervention Centres from 2 June 2020 (ECDA) for more details.
Sport and Physical Exercise / Activities (Gyms & Fitness Centres)	Refer to Sport Singapore's media releases for updates.
Traditional Chinese Medicine (TCM) Clinics	Refer to General Advisory on Good Clinical Practice and Control for TCM Practice (2020) (MOH / Traditional Chinese Medicine Practitioners Board) for more details.
Tuition and Enrichment Centres, Childcare Centres	Refer to Press Releases (MOE) for updates.