

JOINT ADVISORY

MR No.: 012/20

[Updated] Safe Distancing Measures for Retail Establishments

1. On 21 April 2020, the Multi-Ministry Taskforce (MTF) announced the suspension of less critical consumer services during the Circuit Breaker period, to further minimise the movement and interaction of people. **In line with the latest announcement from the MTF on 2 May 2020, selected retail operations will be allowed to resume from 12 May 2020.**
2. In line with this, Enterprise Singapore (ESG), Housing & Development Board (HDB), the Singapore Tourism Board (STB) and Urban Redevelopment Authority (URA) are providing updated guidance on the permissible activities and safe distancing measures for retail establishments. All retail establishments – including retail outlets in shophouses and malls, supermarkets and department stores – must comply with these latest measures. The information in this advisory supersedes that in previous advisories or statements.

Resumption of specific retail operations

3. With effect from 12 May, the following retail activities can resume on-site operations, with added safe distancing measures in place:
 - a. Hairdressers and barbers for basic haircut services only.
 - b. Retail laundry services.
 - c. Retail of pet food and supplies.
4. Refer to **Annex 1** for the updated types of retail establishments that can operate, and **Annex 2** for safe distancing measures that hairdressing salons and barber shops must adhere to.

Continued suspension of non-essential retail activities, except online retail

5. **Operations of other non-essential retail services will remain suspended.** Online retail and delivery may continue, only if these business comply with the following guidelines:
- a. Retail storefronts must not be open to customers. Such establishments must clearly indicate that the store is closed for business.
 - b. Retail premises may be accessed by staff when necessary to fulfil delivery of online orders.
 - c. Customers are not allowed to collect merchandise from retail stores. Fulfilment of online orders should be through delivery only (e.g. third party logistics providers, SingPost, POPStations).
 - d. Retail establishments must limit the number of staff within its premises (e.g. warehouses, stores) to the minimum number required for order fulfilment. No other activities should take place within the premises.
 - e. Collection and delivery are spaced out and contactless.
 - f. Delivery personnel must observe at least one-metre spacing at all times and do not cluster together.
6. Retail establishments can refer to the [Advisory for Delivery Businesses](#) for guidelines on the delivery requirements.

Safe distancing measures

Retail stores

7. Retail establishments that are permitted to remain open must adhere to safe distancing measures and put in place a queue management system to minimise crowding within their premises:
- a. Implement contact tracing through the use of SafeEntry¹ by 12 May 2020 to facilitate the efficient collection of visitor information so that contact tracing can be done in a timely manner.
 - b. Ensure that all staff, customers and delivery personnel on their premises have their masks on.

¹ For more information on SafeEntry, please go to www.go.gov.sg/safeentry

- c. Use floor markers to clearly demarcate queue lines for customers at entrances, cashier counters, fitting rooms or where required.
- d. Ensure at least one-metre spacing between customers at all times, and limit the number of customers within the store to allow for the one-metre spacing.
- e. Encourage the use of self-checkouts, cashless or contactless payment, to speed up the payment process and reduce cash-handling.

Malls/ Standalone stores/ Supermarkets

8. All malls, standalone stores and supermarkets must:
- a. Conduct temperature screening for customers at entrances to detect customers with fever².
 - b. Implement contact tracing through the use of SafeEntry to facilitate the efficient collection of visitor information so that contact tracing can be done in a timely manner.
 - c. Ensure that all staff, customers and other personnel on their premises have masks on at all times.
 - d. Use floor markers to clearly demarcate queue lines for customers.
 - e. Ensure at least one-metre spacing between customers at all times.
9. In addition to the above, supermarkets are encouraged to:
- a. Provide dedicated shopping hours for vulnerable groups, such as the elderly, persons with disabilities and pregnant women.
 - b. Use mall atriums or outdoor areas for temporary sale of goods to disperse crowds from their stores.
 - c. Remind customers to limit entry to 1 per family when shopping at their stores, where practicable.

Sanitation and hygiene measures

10. Retail establishments must implement the following:
- a. Ensure cleanliness and hygiene practices, as recommended under the SG Clean campaign; and comply with the health and hygiene advisories by the

² Supermarkets in malls need not take the temperature of customers if the mall is already doing so. They should however do so, if they operate for longer hours than the mall.

Ministry of Health (MOH), Ministry of Manpower (MOM) and National Environment Agency (NEA).

- b. Provide hand sanitisers to frontline staff who handle cash and other devices, and who are unable to wash their hands frequently with soap and water. Retail establishments should avoid accepting payment by cash and use electronic and contactless payment means as far as possible.
 - c. Place hand sanitisers close to high-touch surfaces like door handles as well as at cashier counters and entrances so that staff and customers can sanitise their hands, after touching these surfaces, and/or before and after entering the establishment.
 - d. Frequently disinfect common spaces, and increase frequency of cleaning for high-touch surfaces and interactive components within the premises, such as self-checkout kiosks.
 - e. Remove product testers and samples that require customer contact, e.g. electronics and food samples.
 - f. Service staff must provide clear communication on safe distancing measures to customers.
 - g. Put up simple signage to clearly communicate these practices to customers.
11. Employers, staff and customers must exercise social responsibility by observing good personal hygiene and monitoring their health conditions. In particular, employers must put in place stringent measures to safeguard the health of their staff. This includes temperature screening, health declaration by staff each time they report for work, and ensuring safe distancing measures are observed at all times. Staff must reduce physical interactions and not have meals in groups. Those who are unwell, even with mild flu-like symptoms, must see a doctor and stay at home to prevent spreading illness to others.

Enforcement of measures

12. Government agencies will be stepping up enforcement of these safe distancing measures. **Under the COVID-19 (Temporary Measures) Act passed in Parliament on 7 April 2020, 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.**

13. Businesses that do not implement or comply with the government's safe distancing advisories may also be ineligible for government grants, loans, tax rebates and other assistance.

Annex 1 – List of updated activities that can operate & infographic

Annex 2 – Safe distancing measures for hairdressing salons and barber shops & infographic

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

Updated as of 2 May 2020

Retail establishments that can resume/continue on-site operations from 12 May 2020

All retail establishments not listed in the categories below must continue to suspend on-site operations. Online retail is allowed, except for the online retail of pets.

Category	From 12 May 2020
Hairdressing & Barber Services	Basic haircut services can resume and must be kept to within 60 minutes.
Laundry services	Retail laundry services can resume operations. Industrial laundry services and unmanned stores can continue.
Pet Supplies Stores	Retail of pet food and supplies can resume operations.
Food – Supermarkets, Convenience Stores, Grocery Stores	All supermarkets, grocery stores and convenience stores selling predominantly food items are allowed to open. Convenience stores in parks remain closed.
Health & Social Services – Pharmacies and Personal Care Items, and Primary Care Services	Pharmacies and their related personal care items stores are allowed to open. Only Traditional Chinese Medicine (TCM) establishments with MOH-registered in-house TCM practitioner(s) can resume selling retail products ³ .
Hardware Stores	Establishments that sell predominantly hardware items are allowed to open.
Optical shops	Sale of contact lenses, prescriptive glasses and optometry services by appointment only. No walk-in customers allowed.

³ Note that these establishments can resume operations from 5 May.

RETAIL ESTABLISHMENTS That can resume/continue operations from 12 May 2020



Supermarkets, convenience stores, grocery stores

All supermarkets, grocery stores and convenience stores selling predominantly food items can open.

Convenience stores in parks remain closed.



Health and social services

Pharmacies and their related personal care items stores can open.

Only Traditional Chinese Medicine (TCM) establishments with MOH-registered in-house TCM practitioner(s) can resume selling retail products from 5 May 2020.



Hardware stores

Establishments that sell predominantly hardware items can open.



Optical shops

Sale of contact lenses, prescriptive glasses and optometry services by appointment only. No walk-in customers allowed.



Hairdressing & barber services

Basic haircut services only. Keep all services under 60 minutes.



Laundry services

Industrial laundry services and unmanned stores can continue.

Retail laundry services can open.



Pet food and supplies stores

Retail of pet food and supplies can open but no retail of pets.



For more information, visit

enterprisesg.gov.sg/covid-19/safe-distance

E safedistancing@enterprisesg.gov.sg

T 6898 1800 (8.30am-5.30pm | Mon-Sat, excluding public holidays)

Updated: 02 May 2020

Enterprise
Singapore

Safe distancing measures for hairdressing salons and barber shops

With effect from 12 May, basic haircut services can resume on-site operations (walk-in customers allowed). However, the service must be kept to **within 60 minutes**.

All hairdressing salons and barber shops must implement/adhere to the following:-

Safe distancing measures

- a. Conduct temperature and symptoms screening for customers at entrances to detect and turn away customers with a fever or who are unwell.
- b. Implement contact tracing through the use of SafeEntry by 12 May 2020 to facilitate the efficient collection of visitor information so that contact tracing can be done in a timely manner.
- c. Ensure all staff, customers and other persons on their premises have their masks on at all times.
- d. Use floor markers to clearly demarcate queue lines for customers at entry, cashier counters, or where required.
- e. Ensure at least one-metre spacing between customers at all times, and limit the number of customers within the store to allow for the one-metre spacing where necessary.
- f. Where customers queue outside the store, ensure at least one-metre spacing between customers, and advise customers to return at a later time if it is not possible to enforce the one-metre spacing between customers in the queue.
- g. Encourage the use of self-checkouts, cashless or contactless payment, to speed up the payment process and reduce cash-handling.

Sanitation and hygiene measures

- a. Staff must wash their hands thoroughly with soap and water, or use a hand sanitiser before and after every service.
- b. Clean and disinfect all tools, equipment, towels, capes, workstations and seats before and after every service.
- c. Ensure that the outlet is well-ventilated.
- d. Food and beverages must not be served to customers.

- e. Provide hand sanitisers to staff who handle cash and other devices, and who are unable to wash their hands frequently with soap and water.
- f. Place hand sanitisers close to high-touch surfaces like door handles as well as at cashier counters and entrances so that staff and customers can sanitise their hands, after touching these surfaces, and/or before and after entering the establishment.
- g. Service staff must provide clear communication on safe distancing measures to customers.
- h. Put up simple signage to clearly communicate these practices to customers.

MIND THE GAP

Safe Distancing Measures for Hairdressing Salons and Barber Shops



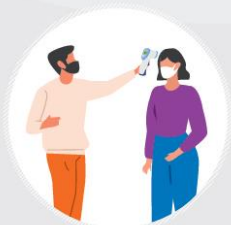
Only provide basic haircut services



Keep all services under 60 minutes



Masks to be worn at all times by customers and staff



Implement temperature taking for customers and staff



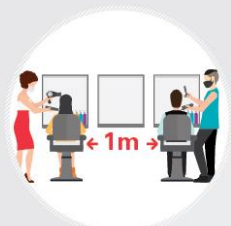
Implement contact tracing for customers using SafeEntry



Staff to wash and sanitise hands before and after each service



Disinfect all tools and workstation before and after each service



Ensure 1m distance between customers at workstations and wash basins



For more information, visit

enterprisesg.gov.sg/covid-19/safe-distance >

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Updated: 2 May 2020

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