

## JOINT ADVISORY

MR No.: 078/20

### **Advisory for Phase 2 Re-opening of Retail Establishments and Lifestyle-Related Services**

1. The Multi-Ministry Taskforce (MTF) announced on 19 May that Singapore would exit the [Circuit Breaker from 2 June and resume activities in three phases](#). On 15 June, the MTF announced that Phase 2 will commence on 19 June, with the resumption of most activities.
2. To provide a safe environment for customers and workers, retail establishments and lifestyle-related services currently in operation must implement [Safe Management Measures](#), 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 stores<sup>1</sup>. The information in this document supersedes that in previous advisories or statements.

#### **Resumption of retail operations**

4. From 28 September 2020, [work-related events within the workplace premises that are business oriented](#) are allowed to resume. For retail establishments, this means that both non customer-facing and customer-facing work-related events<sup>2</sup> are allowed to resume at their own premises (activities and events at mall atriums are not allowed – see paragraph 8.2.1). Non customer-facing events are subject to a cap of 50 persons or lower depending on venue capacity and need to comply with safe distancing measures. Customer-facing events within own premises are allowed to resume up to the maximum number of individuals which the venue may accommodate after safe distancing measures are adhered to. See occupancy limits in paragraphs 6 and 7.
  - 4.1. Such events are not permitted at third-party venues including publicly accessible common spaces such as mall atriums, public transport nodes and HDB common areas;
  - 4.2. Activities that are not work-related are not permitted (e.g. social celebrations such as birthdays or work celebrations such as anniversaries, organised by the company). Retail establishments and workplace premises are also not allowed to be used as third-party venues for other events and activities;

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

<sup>2</sup> Non customer-facing events include conferences, seminars, corporate retreats, etc, while customer-facing events include product launches, store openings, marketing/branding events etc.

- 4.3. Food and drinks should preferably not be served or consumed. If deemed necessary for food and drinks to be provided, attendees must be seated and served individually, and must minimise contact with one another while unmasked. Prevailing SMMs as indicated in MOM's Requirements<sup>3</sup> continue to apply.
5. The list of businesses that are allowed to operate from 19 June 2020 can be found on MTI's website (<https://covid.qobusiness.gov.sg/permittedlist/>). Businesses in this list do not need to apply to MTI for exemption before resuming operations. **They are required to submit the number of workers who are working on-site via the GoBusiness portal (<https://covid.qobusiness.gov.sg>) within two weeks of the date of resumption of on-site operations.**

### **Stipulated Occupancy Limits**

6. All malls and large standalone stores > 930 sqm (or 10,000 sqft) of Gross Floor Area (GFA) must comply with the occupancy limit of one person per 10 sqm of GFA<sup>4</sup>.
7. 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 they can maintain at least one-metre distancing between individual customers (if they are alone), or groups of customers (up to 5 persons).

### **Safe Management Measures – Customer-facing Operations/Front-of-house**

8. The following measures apply to all customer-facing operations of retail establishments.
- 8.1. **Safe distancing**
- 8.1.1. Retail establishments are to ensure at least one-metre spacing between groups of patrons (of up to 5 persons).
- 8.1.2. Retail establishments are to clearly demarcate queue lines for customers at entrances, cashier counters, weighing counters, fitting rooms and where required, and must ensure at least one-metre spacing between individual customers (e.g. using floor markers).
- 8.2. **Crowd management**
- 8.2.1. Activities and events at mall atriums must not be held<sup>5</sup>.
- 8.2.2. For common play areas for children/toddlers/infants in retail stores or malls<sup>6</sup>, operators must ensure at least one-metre spacing between groups of patrons (of up to 5 persons).
- 8.3. **Contact tracing**
- 8.3.1 All malls, large standalone stores, supermarkets, stores providing beauty services and other large retail stores with > 930 sqm (or 10,000 sqft) of GFA must implement SafeEntry<sup>7</sup> for customers and visitors, to facilitate the collection of information for contact tracing when needed.

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<sup>3</sup> Refer to [MOM's Requirements for Safe Management Measures at the Workplace](#).

<sup>4</sup> For mixed-use developments, GFA refers to the retail component only.

<sup>5</sup> 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.

<sup>6</sup> These play areas refer to the facilities provided free of charge in the shops or at the malls' common areas.

<sup>7</sup> More information on SafeEntry and a full list of places where SafeEntry must be deployed can be found at <https://www.safeentry.gov.sg/deployment>. Note that SafeEntry can be done via QR code/NRIC scanning, or manual entry of NRIC number & particulars through a dedicated device. Businesses should not decline entry to

#### 8.4. **Health checks**

8.4.1. All malls, large standalone stores, supermarkets and stores providing beauty services must conduct temperature screening<sup>8</sup> and check for visible symptoms<sup>9</sup> for customers at entrances<sup>10</sup>. Turn away those with fever and/or who appear unwell<sup>11</sup>.

#### 8.5. **Cleanliness and hygiene**

8.5.1. All employees, customers, delivery personnel and other onsite personnel must put on their masks properly at all times<sup>12</sup>.

8.5.2. Product testers and samples that require customer contact, e.g. cosmetics and food samples, as well as product testing on customers are not allowed.

8.5.3. 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, self-checkout kiosks or lift buttons.

9. Retail establishments should put up clear signages to remind customers of the above measures (in Para 8) where applicable, and train and deploy service personnel to provide clear communication to customers on safe distancing measures.

10. Refer to **Annex A** for other recommended guidelines, and **Annex B** on guidance for specific trades.

### **Safe Management Measures – Workplace Premises<sup>13</sup>**

11. To ensure COVID-safe workplaces, retail establishments should take care of their workers, workplaces and those who may become unwell at their workplaces, as outlined in [MOM's Requirements for Safe Management Measures at the Workplace](#).

12. For non-customer-facing work-related events, prevailing SMMs as indicated in MOM's Requirements<sup>14</sup> continue to apply. Food and drinks should preferably not be served or consumed during these events (see paragraph 4.3).

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visitors unless the individual does not use SafeEntry QR or SafeEntry NRIC application and refuses to provide particulars to assist with manual entry.

<sup>8</sup> Individuals with temperatures above 38 degrees Celsius are considered as having a fever.

<sup>9</sup> Notable visible symptoms to look out for include: (a) coughing; (b) sneezing; (c) breathlessness; and (d) a runny nose.

<sup>10</sup> 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.

<sup>11</sup> Except where the individual is entering the permitted premises to seek medical treatment for a specified symptom.

<sup>12</sup> Under the COVID-19 (Temporary Measures) (Control Order) Regulations 2020, every individual must wear a mask over the individual's nose and mouth at all times when the individual is not in his or her ordinary place of residence. Refer to MOH's latest guidance for use of masks and face shields at <https://www.moh.gov.sg/news-highlights/details/guidance-for-use-of-masks-and-face-shields>.

<sup>13</sup> Refers to the retail establishments' back-of-house operations involving employees, including at offices, warehouses and manufacturing facilities.

<sup>14</sup> Refer to [MOM's Requirements for Safe Management Measures at the Workplace](#).

### **Enforcement of measures**

13. Government agencies will be conducting inspections to check on the proper implementation of the SMMs. **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. For subsequent offences, they 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 safe distancing advisories may be ineligible for government grants, loans, tax rebates and other assistance.

Annex A – Other recommended guidelines for customer-facing operations

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

Annex C – Checklist of Safe Management Measures (customer-facing Operations)

Issued by:

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

**Updated as of 14 October 2020**

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**Other recommended guidelines for customer-facing operations**

*(Note: Additional suggestions for retail establishments to put in place, where practicable)*

**A. Queue management**

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

**B. Crowd management**

- Avoid 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. Contact tracing**

- All other retail stores not listed in para 8.3.1 of the advisory are strongly encouraged to implement SafeEntry where practicable.

**D. Health checks**

- All other retail stores not located within malls are strongly encouraged to conduct temperature screening and check for visible symptoms where practicable.

**E. 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.
- Products **that customers touch frequently** such as clothes, footwear, jewellery, accessories and optical products, should be cleaned, sanitised or sterilised frequently, where possible.

**F. 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.

### 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
<b>Malls, Standalone stores</b>	<ul style="list-style-type: none"> <li>• 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 other parts of the mall.</li> <li>• 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 systems.</li> </ul>
<b>Supermarkets, Convenience stores, Mini-marts</b>	<ul style="list-style-type: none"> <li>• Consider providing dedicated shopping hours for vulnerable groups, such as the elderly, persons with disabilities and pregnant women.</li> <li>• Encourage customers to limit entry to one member per family.</li> </ul> <p><u>Supermarkets</u></p> <ul style="list-style-type: none"> <li>• 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, breaking the queues into several sections, putting up signs that indicate length of queuing time and implementing queue or appointment management systems.</li> </ul>
<b>Books &amp; Stationeries</b>	<ul style="list-style-type: none"> <li>• Minimise browsing time by encouraging customers to read book summaries online and reduce browsing in-store.</li> </ul>

<p><b>Department stores</b></p>	<p><u>Department stores</u></p> <ul style="list-style-type: none"> <li>• Consider establishing separate check-out / collection counters for in-store purchases, redemptions, click-and-collect and home delivery, to minimise queues.</li> <li>• 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.</li> </ul>
<p><b>Fashion (Apparel, Shoes, Jewellery, Accessories and Optical wear)</b></p>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> <li>• Implement click-and-collect systems (customers can browse and purchase items online and collect them in stores) to reduce dwell time.</li> <li>• Encourage online purchases by having a flexible return policy.</li> </ul> <p><u>Apparel</u></p> <ul style="list-style-type: none"> <li>• Limit the number of apparels per fitting to minimise dwell time.</li> <li>• Employees conducting tailoring and measuring services should wear personal protective equipment, e.g. masks at all times.</li> </ul> <p><u>Jewellery, Watches, Accessories</u></p> <ul style="list-style-type: none"> <li>• Establishments offering piercing services <b>MUST</b> ensure that all tools are thoroughly disinfected before and after each use.</li> </ul> <p><u>Optical Wear</u></p> <ul style="list-style-type: none"> <li>• Equipment used for eye checks and consultations <b>MUST</b> be sanitised before each new customer is served.</li> </ul>
<p><b>Beauty Retail</b></p>	<ul style="list-style-type: none"> <li>• Product testers and samples that require customer contact, e.g. cosmetics and food samples, as well as product testing on customers are not allowed.</li> <li>• 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.</li> </ul> <p><i>Note: For services on makeovers and trial facials, refer to the section on Beauty 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.

- **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
<b>Beauty Services (Spa and Wellness, Hair and Make-up, Nail Services, etc.)</b>	<ul style="list-style-type: none"> <li>• Customers receiving facial treatments or facial therapies in private rooms are allowed to remove their masks during their treatment, but operators <b>MUST</b> ensure that the private room is thoroughly disinfected before and after use. Face masks for customers should be kept on in open settings (i.e. open-format salons where customers are seated together but spaced at least one-metre apart).</li> <li>• Employees <b>MUST</b> sanitise their hands before and after each customer’s treatment.</li> <li>• All operators <b>MUST</b> disinfect all tools and workstations before and after each service.</li> <li>• Employees should wear appropriate protective gear, where practicable.</li> <li>• Encourage appointment bookings, implement queue management and booking system (e.g. digital booking systems or calling customers) to stagger customer appointments.</li> <li>• Ensure good ventilation in the premises, where practicable.</li> <li>• Assign one therapist to follow-through all treatments with the same customer, where practicable.</li> <li>• Refrain from serving food and beverages to customers and remove shared items such as magazines and newspapers.</li> </ul> <p><u>Spa and Wellness</u></p> <ul style="list-style-type: none"> <li>• All clothing, towels and bedding <b>MUST</b> be changed after use by every customer.</li> <li>• All equipment <b>MUST</b> be cleaned and sanitised after use by every customer. Allow sufficient time within operating hours for thorough cleaning.</li> <li>• Establish a schedule to disinfect common areas and high-touch points regularly (e.g. waiting areas, check-out counters).</li> <li>• Encourage customers to sanitise hands before and after every service.</li> </ul>

	<ul style="list-style-type: none"> <li>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.</li> </ul> <p><i>Note: Massage Establishments should refer to the Singapore Police Force's <a href="#">Advisory on Safe Management Measures for Massage Establishment Outlets</a>.</i></p> <p><u>Hairdressing Services</u></p> <ul style="list-style-type: none"> <li>All capes and towels <b>MUST</b> be changed after every service.</li> <li>All hairdressing equipment, e.g. scissors, combs, brushes, <b>MUST</b> be disinfected and sanitised after use by each customer.</li> </ul> <p><u>Make-up Services</u></p> <ul style="list-style-type: none"> <li>All capes and towels <b>MUST</b> be changed after every service.</li> <li>Brushes <b>MUST</b> 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.</li> <li>Use single-use disposable applicators (e.g. disposable mascara wands, lip wands, face sponge), where practicable.</li> <li>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.</li> </ul> <p><u>Nail Services</u></p> <ul style="list-style-type: none"> <li>Tools such as nail files, emery boards, buffers and other disposables <b>MUST</b> be disinfected or replaced after each use.</li> <li>Employees <b>MUST</b> remove their aprons before going for breaks, meals, etc. Aprons <b>MUST</b> be sprayed with disinfectant daily and kept clean.</li> <li>Manicure stations – <b>MUST</b> cover common contact areas, such as hand-rests, with a towel or disposable covers, and replace them after each customer.</li> <li>Pedicure stations – <b>MUST</b> disinfect foot basin and wipe down the pedicure chair after each customer.</li> <li>Use alternate workspace stations to ensure a safe distance of at least one metre between customers.</li> </ul>
<b>Financial Services (Licensed moneylenders, Money</b>	<ul style="list-style-type: none"> <li>Encourage customers to sanitise hands before and after handling currency notes and coins.</li> </ul>

<p><b>changers, Pawnbrokers, Remittance services)</b></p>	<p><u>Licensed Moneylenders</u></p> <ul style="list-style-type: none"> <li>• Encourage the use of digital payments and/or online transfers.</li> <li>• Encourage customers to book appointments.</li> <li>• Consider allowing online submission of documents for credit verification.</li> </ul> <p><u>Money Changers</u></p> <ul style="list-style-type: none"> <li>• Encourage employees to practise good hand hygiene, e.g. by using hand sanitiser after handling cash, and avoid touching the face with their hands.</li> </ul> <p><u>Pawnbrokers</u></p> <ul style="list-style-type: none"> <li>• Encourage the use of digital payments and/or online transfers.</li> <li>• Encourage customers to book appointments.</li> </ul> <p><u>Remittance services</u></p> <ul style="list-style-type: none"> <li>• Encourage customers to book appointments.</li> <li>• Consider implementing e-services (website/app) to facilitate online remittance.</li> </ul>
<p><b>Commercial Family Entertainment Centres (Indoor Kids' Playgrounds, Recreation and Leisure Centres)<sup>15</sup></b></p>	<ul style="list-style-type: none"> <li>• Operators <b>MUST</b> conduct temperature screening and checks on visible symptoms for customers at entrances, and turn away those with fever and/or who appear unwell.</li> <li>• Operating capacity <b>MUST</b> be kept to a maximum of one person per 10 sqm of usable space or 50 persons, whichever is lower<sup>16</sup>.</li> <li>• Groups of customers, including those participating in any organised group activities, <b>MUST</b> be limited to 5 or fewer persons, with at least one-metre spacing between tables or groups.</li> <li>• To reduce crowding, operators should: <ul style="list-style-type: none"> <li>○ Encourage guests/participants to book appointments in advance;</li> <li>○ Implement a queue management system for entry into premises and between activity stations with clear demarcations for one-metre spacing among customers.</li> </ul> </li> <li>• Consider having employees and guests/participants wear disposable gowns, gloves and socks within premises, where practicable.</li> <li>• Place hand sanitisers near frequently touched surfaces such as grab-bars.</li> <li>• Regularly clean and disinfect high-touch/interactive equipment and components within the premises.</li> </ul>

<sup>15</sup> Indoor attractions in touch with STB should continue to liaise with STB before reopening their facilities.

<sup>16</sup> Facilities below 50 sqm can admit up to 5 persons. This does not include staff.

	<ul style="list-style-type: none"> <li>• Ensure that each activity station is manned and supervised by an employee, where practicable.</li> </ul>
<b>Unmanned Massage Chairs, Claw Machines, Photobooths, Kiddy Rides</b>	<ul style="list-style-type: none"> <li>• While using these facilities, customers <b>MUST</b> be at least one metre apart.</li> <li>• Operators <b>MUST</b> 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.</li> <li>• Display signages to guide customers on safe distancing measures while using the facilities.</li> <li>• Provide hand sanitisers for customers to use before and after their sessions.</li> </ul>
<b>Pet Grooming</b>	Refer to <a href="#">Operational Guidelines for Pet Establishments Providing Pet Grooming Services and Animal Physiotherapy and Rehabilitation Services</a> (NPARKS) for more details.
<b>Preschools and Early Intervention Centres</b>	Refer to <a href="#">Phased Reopening of Preschools and Early Intervention Centres from 2 June 2020</a> (ECDA) for more details.
<b>Sport and Physical Exercise / Activities (Gyms &amp; Fitness Centres)</b>	Refer to <a href="#">Advisory for Sport and Physical Exercise Activities</a> (Sport Singapore) for more details.
<b>Traditional Chinese Medicine (TCM) Clinics</b>	Refer to <a href="#">General Advisory on Good Clinical Practice and Control for TCM Practice (2020)</a> (MOH / Traditional Chinese Medicine Practitioners Board) for more details.
<b>Tuition and Enrichment Centres, Childcare Centres</b>	Refer to <a href="#">Press Releases (MOE)</a> for updates.

**RETAIL ESTABLISHMENTS & LIFESTYLE-RELATED SERVICES****Checklist of Safe Management Measures Required for Resumption of Business Activities – Customer-facing Operations**

Requirement	Useful Evidence to Demonstrate Compliance
<p><b>To resume business activities, all companies must fulfil these requirements below.</b></p> <p><i>Note: The Government will take action against errant employers, including the cessation of operations and enforcement.</i></p>	<p><b>Companies can prepare the following to show that they have fulfilled the requirements:</b></p> <p><i>Documentation of processes/data, demonstration of practices and sharing of understanding through interviews</i></p>
<p><b>A. Implement safe distancing, crowd and queue management</b></p>	
<p>1. Ensure at least one-metre spacing between groups of patrons (of up to 5 persons).</p> <p>Clearly demarcate queue lines for customers at entrances, cashier counters, weighing counters, fitting rooms and where required, and ensure one-metre spacing between individual customers (e.g. through floor markers).</p> <p>Ensure at least one-metre spacing between groups of patrons at common play areas for children/toddlers/infants within their premises.</p> <p>Have an SOP in place to manage long queues and large crowds outside stores and/or mall.</p>	<p><i>Show or describe what systems or digital solutions have been put in place to manage queues, crowds and to minimise physical contact.</i></p> <p><i>Show or describe SOPs on additional safeguards/ measures in the event a crowd gathers. 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.</i></p>
<p><b>B. Contact tracing and Health checks</b></p>	
<p>2. Malls, large standalone stores<sup>17</sup>, supermarkets, stores providing beauty services, and other large retail stores with &gt; 930sqm (or 10,000 sqft) of Gross Floor Area must</p>	<p><i>Show or describe how requirements on SafeEntry and temperature declarations are communicated to customers.</i></p>

<sup>17</sup> These refer to stores that occupy entire buildings, e.g. IKEA, Decathlon Innovation Lab.

<p>implement SafeEntry for customers and visitors to facilitate the collection of information for contact tracing when needed<sup>18</sup>.</p> <p>Malls, large standalone stores, supermarkets and stores providing beauty services must conduct temperature screening and checks on visible symptoms<sup>19</sup> for customers at entrances<sup>20</sup>. Turn away those with fever and/or who appear unwell<sup>21</sup>.</p>	<p><i>Show or describe how to deal with customers who are unwell.</i></p>
<p><b>C. Cleanliness and Hygiene</b></p>	
<p>3. All employees, customers, delivery personnel and other onsite personnel must put on their masks properly at all times.</p> <p>Product testers and samples that require customer contact, e.g. cosmetics and food samples, as well as product testing on customers are not allowed.</p> <p>Ensure regular cleaning and disinfection of common spaces and items where applicable:</p> <ol style="list-style-type: none"> <li>a. Counters and display shelves where customers are served.</li> <li>b. Items such as shopping trolleys/baskets and handrails, which have high human contact.</li> <li>c. Interactive hardware such as iPads, self-checkout kiosks or lift buttons.</li> <li>d. Common play areas for children/toddlers/infants.</li> </ol>	<p><i>Show or describe cleaning SOPs including steps to upkeep hygiene, schedules and instructions/ cleaning agents, where necessary and applicable.</i></p>

<sup>18</sup> More information on SafeEntry and a full list of places where SafeEntry must be deployed can be found at <https://www.safeentry.gov.sg/deployment>.

<sup>19</sup> Notable visible symptoms to look out for include: (a) coughing; (b) sneezing; (c) breathlessness; and (d) a runny nose.

<sup>20</sup> Individuals with temperatures above 38 degrees Celsius are considered to have a fever. Supermarkets and stores providing beauty services in malls need not take the temperature of customers if the mall is already doing so. They should however do so, if they operate outside the mall hours.

<sup>21</sup> Except where the individual is entering the permitted premises to seek medical treatment for a specified symptom.