

JOINT ADVISORY

MR No.: 077/20

Advisory for Phase 2 Re-opening of Food & Beverage Establishments

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, 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.

Resumption of food service operations

4. For Phase 2:
 - 4.1. F&B establishments¹ can provide dine-in services, provided there is no provision of Public Entertainment².
 - 4.2. Sale and consumption of alcohol in all F&B establishments is prohibited after 2230hrs daily. This includes consumption at any outdoor refreshment area and/or tables/chairs³ owned or managed by such establishment. As a best practice, by around 2200hrs, F&B operators should start to cease the sale of alcohol as a dine-in service and remind patrons on the need to finish up their alcohol by 2230hrs.

¹ These would be F&B establishments that are issued food shop licences by SFA, except those with SFA food shop licences under the Pubs, Bars, Nightclubs and Discos categories or SSIC codes starting with 5613.

² Public Entertainment activities are as per defined under the Public Entertainments Act.

³ The furniture should be kept / secured in such manner after close of business.

- 4.3. F&B establishments may provide their venue for wedding receptions and solemnisations, and are required to comply with the SMMs for these events⁴.
- 4.4. From 28 September 2020, [work-related events within the workplace premises that are business oriented](#) are allowed to resume. For F&B establishments, this means that both non-customer facing and customer-facing work-related events⁵ are allowed to resume at their own premises. 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 (see paragraph 10). 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.
 - 4.4.1. 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;
 - 4.4.2. F&B establishments are not allowed to be used as third-party venues for other events and activities except wedding receptions and marriage solemnisations as stated in 4.3.
5. The list of businesses that are allowed to operate from 19 June 2020 can be found on MTI's website (<https://covid.gobusiness.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 using the GoBusiness portal (<https://covid.gobusiness.gov.sg>) within two weeks of the date of resumption of on-site operations.**

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

6. The following measures apply to all customer-facing operations of F&B establishments:
 - 6.1. **Table and seating management**
 - 6.1.1. Each group must be limited to 5 or fewer persons, with at least one-metre spacing between groups⁶. Gatherings or groups involving more than 5 persons in total are not allowed, even if they are split across multiple tables⁷. There should be no mixing or intermingling between groups.
 - 6.1.2. Where tables/seats are fixed, tables/seats should be marked out to accommodate groups of no more than 5, while ensuring at least one-metre spacing between groups.
 - 6.1.3. Self-service buffet lines must be suspended⁸.

⁴ Refer to the advisory at the [GoBusiness portal](#) for the SMMs on Marriage Solemnisations and Wedding Receptions.

⁵ 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.

⁶ 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 diners.

⁷ Exceptions can only be made if all members of the group are from the same household. These groups can be allowed into the establishment. 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 between the tables. Establishments can request to verify diners' claims that they are from the same household, and can reject entry of diners at their discretion. For wedding receptions, please refer to the advisory at the [GoBusiness portal](#).

⁸ This also applies to catering companies providing meals on other premises. They must not offer self-service buffet line, but may offer individually packed options instead.

6.2. **Queue management**

6.2.1. F&B establishments are to clearly demarcate queue lines, and must ensure at least one-metre spacing between customers at areas such as entrances and cashier counters (e.g. through floor markers).

6.3. **Crowd management**

6.3.1. Live music, radio broadcasts and all forms of television/video screenings⁹ and other forms of public entertainment such as dancing, darts or karaoke are not allowed.

6.3.2. Recorded music may be played only as soft background music. This must not be louder than 60 decibels. As a gauge, this would be the sound level for a regular conversation.

6.3.3. Common play areas for children/toddlers/infants in F&B establishments¹⁰ are allowed to reopen, but operators must ensure at least one-metre safe distancing between groups of patrons (of up to 5 pax).

6.4. **Contact tracing**

6.4.1. F&B establishments must implement SafeEntry¹¹ for customers and visitors. Those that only provide takeaway and/or delivery, where there is negligible or transient interaction with customers, are not required to do so.

6.5. **Health checks**

6.5.1. F&B establishments must conduct temperature screening¹² and checks on visible symptoms¹³ for customers at entrances, and advise those with fever and/or who appear unwell to visit a doctor before turning them away¹⁴. Those that only provide takeaway and/or delivery are not required to do so.

6.6. **Cleanliness and hygiene**

6.6.1. F&B establishments must ensure that all employees, customers, delivery personnel and other onsite personnel put on their masks properly at all times¹⁵, except when eating and drinking. F&B establishments must also ensure that on-site diners do so before food is served and immediately after their meals.

6.6.2. F&B establishments must ensure that common spaces and items, high-touch surfaces (e.g. counters, menus), interactive components (e.g.

⁹ 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.

¹⁰ These play areas refer to the facilities provided free of charge in the shops.

¹¹ 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>. Businesses should 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 visitors unless the individual does not use SafeEntry QR or SafeEntry NRIC application and refuses to provide particulars to assist with manual entry.

¹² Individuals with temperatures above 38 degrees Celsius are considered to be having a fever.

¹³ Notable visible symptoms to look out for include: (a) coughing; (b) sneezing; (c) breathlessness; and (d) a runny nose.

¹⁴ F&B establishments with seated diners 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.

¹⁵ 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>.

iPads, smart kiosks), as well as play areas for children/toddlers/infants are frequently cleaned/disinfected.

6.6.3. Any communal amenities (e.g. drink dispensers and common condiments) must not be used. Self-service food samples must not be provided.

7. F&B establishments should put up clear signages to remind customers of the above measures (in Para 6) where applicable, and train and deploy service personnel to provide clear communication to customers on safe distancing measures.
8. Refer to **Annex A** for other recommended guidelines.

Safe Management Measures – Workplace Premises¹⁶/Back of House/Kitchen

9. To ensure COVID-safe workplaces, F&B 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](#).
10. For non-customer-facing work-related events, 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 minimise contact with one another while unmasked. Prevailing SMMs as indicated in MOM's Requirements¹⁷ continue to apply.

Enforcement of measures

11. 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. Subsequent offences may face a fine of up to S\$20,000, imprisonment of up to twelve months, or both.**
12. Businesses that do not implement or comply with the government's requirements on safe management measures may be ineligible for government grants, loans, tax rebates and other assistance.

Annex A – Other recommended guidelines for customer-facing operations

Annex B – Checklist of Safe Management Measures (customer-facing operations)

Issued by:

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

Updated as of 14 October 2020

¹⁶ Refers to the F&B establishments' back-of-house operations involving employees, including at offices, warehouses and manufacturing facilities.

¹⁷ Refer to [MOM's Requirements for Safe Management Measures at the Workplace](#).

Other recommended guidelines for customer-facing operations

(Note: Additional suggestions for F&B establishments to put in place, where practicable)

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 electronic reservation systems or take down diner details and call them when there are seats available.
- Where practicable, separate the queues and waiting areas for dine-in customers, takeaway customers and delivery personnel.
- Queueing in groups should be discouraged.

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.
- 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

- F&B establishments should avoid activities that would attract large crowds inside and outside of their premises (e.g. celebrity appearances, aggressive hourly deals).
- Where practicable, collection and delivery from store should be spaced out and contactless¹⁸.
- 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 and high touch surfaces and devices.
- Where possible, F&B establishments should ensure that tables and chairs are thoroughly cleaned with disinfecting agents¹⁹ after each diner vacates the table.
- Serving utensils should be provided for customers who are sharing food.

¹⁸ 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 handle containers or bags except for their own orders.

¹⁹ 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>

- The provision of condiments (e.g. soy sauce, salt and pepper, chilli sauce) and cutleries at self-serve common stations should not be allowed, unless these are individually packed and sealed.
- Condiments and cutleries should be provided to diners only after they are seated or upon request²⁰.

²⁰ Food stalls and kiosks are allowed to place condiments and cutleries at their stall counters (e.g. in covered containers), as long as these are within sight of and managed directly by the staff.

F&B ESTABLISHMENTS**Checklist of Safe Management Measures Required for Resumption of Business Activities – Customer-facing Operations**

Requirement	Useful Evidence to Demonstrate Compliance
<p>To resume business activities, all companies must fulfil these requirements below.</p> <p><i>Note: The Government will take action against errant employers, including the cessation of operations and enforcement.</i></p>	<p>Companies can prepare the following to show that they have fulfilled the requirements:</p> <p><i>Documentation of processes/data, demonstration of practices and sharing of understanding through interviews</i></p>
<p>A. Restriction on sale and consumption of alcohol</p>	
<p>1. Sale and consumption of alcohol in all F&B establishments is prohibited after 2230hrs daily. This includes consumption at any outdoor refreshment area and/or tables/chairs²¹ owned or managed by such establishment.</p> <p>As a best practice, by around 2200hrs, F&B operators should start to cease the sale of alcohol as a dine-in service and remind patrons on the need to finish up their alcohol by 2230hrs.</p>	<p><i>Share practices and adherence to the restrictions</i></p>
<p>B. Implement table and seating arrangement</p>	
<p>2. Each table or group must be limited to 5 or fewer persons, with at least one-metre spacing between tables or groups.</p> <p>Where tables/seats are fixed, tables/seats should be marked out to accommodate groups of no more than 5, while ensuring at least one-metre spacing between groups.</p> <p>Suspend self-service buffet lines²².</p>	<p><i>Show seating arrangement / configuration.</i></p>

²¹ The furniture should be kept / secured in such manner after close of business.

²² This also applies to catering companies providing meals on other premises. They must not offer self-service buffet lines, but may offer individually packed options instead.

C. Implement queue management	
3. F&B establishments are to clearly demarcate queue lines, and must ensure at least one-metre spacing between customers at areas such as entrances and cashier counters (e.g. through floor markers).	<i>Show demarcation of queue lines.</i>
D. Implement crowd management	
4. Live music, radio broadcasts and all forms of television/video screenings ²³ and other forms of public entertainment such as dancing, darts or karaoke are not allowed. Recorded music is only limited to soft background music in order to prevent customers from speaking loudly and risk droplet transmission. Ensure at least one-metre safe distancing between groups of patrons at common play areas for children/toddlers/infants within their premises.	<i>Share practices and adherence to the restrictions</i>
E. Contact tracing and Health checks	
5. F&B establishments must implement SafeEntry for customers and visitors. F&B establishments must conduct temperature screening and checks on visible symptoms ²⁴ for customers at entrances ²⁵ , and turn away those with fever and/or who appear unwell.	<i>Show how SafeEntry and temperature declarations are communicated to customers.</i> <i>Show or describe how to deal with diners who are unwell.</i>
F. Cleanliness and Hygiene	
6. All employees, customers, delivery personnel and other onsite personnel must put on their masks properly at all times, except when eating and drinking. On-site diners should do so before food is served and immediately after their meals.	<i>Show or describe cleaning frequency and steps to upkeep hygiene.</i>

²³ 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.

²⁴ Notable visible symptoms to look out for include: (a) coughing; (b) sneezing; (c) breathlessness; and (d) a runny nose.

²⁵ Individuals with temperatures above 38 degrees Celsius are considered to be having a fever. F&B establishments with seated diners 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.

F&B establishments must ensure that common spaces and items (e.g. utensils placed in common spaces), high-touch surfaces (e.g. counters, menus) and interactive components (e.g. iPads, smart kiosks), as well as any common play areas for children/toddlers/infants within their premises, are frequently cleaned/disinfected.

Any communal amenities (e.g. drinks dispensers and common condiments) must not be used. Self-service food samples must not be provided.

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 stores¹. 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 events² 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;

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

² 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 Requirements³ 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 GFA⁴.
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 held⁵.
- 8.2.2. For common play areas for children/toddlers/infants in retail stores or malls⁶, 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 SafeEntry⁷ for customers and visitors, to facilitate the collection of information for contact tracing when needed.

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

⁴ For mixed-use developments, GFA refers to the retail component only.

⁵ 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.

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

⁷ 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 screening⁸ and check for visible symptoms⁹ for customers at entrances¹⁰. Turn away those with fever and/or who appear unwell¹¹.

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 times¹².

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 Premises¹³

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 Requirements¹⁴ continue to apply. Food and drinks should preferably not be served or consumed during these events (see paragraph 4.3).

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

⁸ Individuals with temperatures above 38 degrees Celsius are considered as having a fever.

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

¹⁰ 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.

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

¹² 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>.

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

¹⁴ 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

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
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 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 systems.
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. • Encourage customers to limit entry to one member per family. <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, breaking the queues into several sections, putting up signs that indicate length of queuing time and implementing queue or appointment management systems.
Books & Stationeries	<ul style="list-style-type: none"> • Minimise browsing time by encouraging customers to read book summaries online and reduce browsing in-store.

<p>Department stores</p>	<p><u>Department stores</u></p> <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.
<p>Fashion (Apparel, Shoes, Jewellery, Accessories and Optical wear)</p>	<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.
<p>Beauty Retail</p>	<ul style="list-style-type: none"> • Product testers and samples that require customer contact, e.g. cosmetics and food samples, as well as product testing on customers are not allowed. • 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 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
Beauty Services (Spa and Wellness, Hair and Make-up, Nail Services, etc.)	<ul style="list-style-type: none"> • Customers receiving facial treatments or facial therapies in private rooms are allowed to remove their masks during their treatment, but operators MUST 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). • Employees MUST sanitise their hands before and after each customer’s treatment. • All operators MUST disinfect all tools and workstations before and after each service. • 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. • Refrain from serving food and beverages to customers and remove shared items such as magazines and newspapers. <p><u>Spa and Wellness</u></p> <ul style="list-style-type: none"> • 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.

	<ul style="list-style-type: none"> • 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. <p><i>Note: Massage Establishments should refer to the Singapore Police Force's Advisory on Safe Management Measures for Massage Establishment Outlets.</i></p> <p><u>Hairdressing Services</u></p> <ul style="list-style-type: none"> • 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. <p><u>Make-up Services</u></p> <ul style="list-style-type: none"> • All capes and towels MUST be changed after every service. • 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 moneylenders, Money</p>	<ul style="list-style-type: none"> • Encourage customers to sanitise hands before and after handling currency notes and coins.

<p>changers, Pawnbrokers, Remittance services)</p>	<p><u>Licensed Moneylenders</u></p> <ul style="list-style-type: none"> • Encourage the use of digital payments and/or online transfers. • Encourage customers to book appointments. • Consider allowing online submission of documents for credit verification. <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. <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)¹⁵</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. • Operating capacity MUST be kept to a maximum of one person per 10 sqm of usable space or 50 persons, whichever is lower¹⁶. • 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.

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

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

	<ul style="list-style-type: none"> • Ensure that each activity station is manned and supervised by an employee, where practicable.
Unmanned Massage Chairs, Claw Machines, Photobooths, Kiddy Rides	<ul style="list-style-type: none"> • While using these facilities, customers MUST be at least one metre apart. • 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 Advisory for Sport and Physical Exercise Activities (Sport Singapore) for more details.
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.

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>To resume business activities, all companies must fulfil these requirements below.</p> <p><i>Note: The Government will take action against errant employers, including the cessation of operations and enforcement.</i></p>	<p>Companies can prepare the following to show that they have fulfilled the requirements:</p> <p><i>Documentation of processes/data, demonstration of practices and sharing of understanding through interviews</i></p>
<p>A. Implement safe distancing, crowd and queue management</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. Contact tracing and Health checks</p>	
<p>2. Malls, large standalone stores¹⁷, supermarkets, stores providing beauty services, and other large retail stores with > 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>

¹⁷ 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 needed¹⁸.</p> <p>Malls, large standalone stores, supermarkets and stores providing beauty services must conduct temperature screening and checks on visible symptoms¹⁹ for customers at entrances²⁰. Turn away those with fever and/or who appear unwell²¹.</p>	<p><i>Show or describe how to deal with customers who are unwell.</i></p>
<p>C. Cleanliness and Hygiene</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"> a. Counters and display shelves where customers are served. b. Items such as shopping trolleys/baskets and handrails, which have high human contact. c. Interactive hardware such as iPads, self-checkout kiosks or lift buttons. d. Common play areas for children/toddlers/infants. 	<p><i>Show or describe cleaning SOPs including steps to upkeep hygiene, schedules and instructions/ cleaning agents, where necessary and applicable.</i></p>

¹⁸ 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>.

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

²⁰ 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.

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