

JOINT ADVISORY

MR No.: 088/21

Updated as of 10 November 2021

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

1. This joint advisory updates on the Safe Management Measures (SMMs) for Retail Establishments, to take effect from 10 November 2021.

Concession for Medically Ineligible Individuals

2. From 1 December 2021, those who are medically ineligible for all COVID-19 vaccines under the National Vaccination Programme (NVP) will be able to enter shopping malls, dine in at F&B establishments and participate in personal care services (such as facials and saunas) and high-intensity sports/exercise activities and classes that require masks to be removed.
3. They will need to present a hard copy memo¹ issued by a General Practitioner (GP) clinic, public or private healthcare institution, along with a government-issued photo identification card for entry into these premises. More details on the criteria for medical ineligibility can be found [here](#).
4. While we have extended a concession to those who are medically ineligible to be able to dine in at F&B establishments, enter malls and participate in the activities where Vaccination-Differentiated SMMs (VDS) are required, they remain unvaccinated and their risk of becoming infected with COVID-19 and/or becoming severely ill remains high. We strongly encourage these individuals to minimise such activities and to use this concession judiciously.

Others

5. Retail establishments and Lifestyle-Related Services must also adhere to the other prevailing SMMs (see Annex). Firm action will be taken against any breaches. Under the COVID-19 (Temporary Measures) Act, first-time offenders will face a fine of up to S\$10,000, imprisonment of up to six months, or both. Subsequent offences may face a fine of up to S\$20,000, imprisonment of up to twelve months, or both. Businesses that do not comply with the government's requirements on SMMs may also be ineligible for

¹ To be certified as medically ineligible, individuals may, from 15 November 2021, visit a doctor familiar with their medical condition, or alternatively, any clinic or hospital to obtain a hardcopy doctor-certified memo.

government grants, loans, tax rebates and other assistance, and may also be subject to temporary closures.

Issued by:

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

Other Safe Management Measures (SMMs) for all Retail Establishments² and Lifestyle-Related Services

Occupancy/Capacity limits

1. The occupancy limit for malls and large standalone stores³ is one person per 10 sqm of Gross Floor Area (GFA).
2. The operating capacity⁴ for Commercial Family Entertainment Centres will remain at a maximum of one person per 10 sqm of usable space or 50% of the operating capacity, whichever is lower⁵.

Safe Management Measures – Customer-facing operations

Vaccination-Differentiated Safe Management Measures (VDS)

3. Malls and large standalone stores⁶ must implement VDS for entry, where persons are allowed entry under the following conditions
 - a. Are fully vaccinated⁷; or
 - b. Have recovered from COVID-19; or
 - c. Have a valid negative PET result for the duration of the visit service/activity⁸ from an MOH-approved COVID-19 test provider in the past 24 hours; or
 - d. If there are 2 or more children aged 12 years and below in the group, the children must be from the same household.
4. Concessions will be made for the following unvaccinated individuals:
 - a. Those visiting licensed medical services, including doctors, dentists and registered Traditional Chinese Medicine practitioners. This includes caregivers who need to drop off young children or the elderly for such medical attention. Proof of appointment is required for entry (e.g. in the form of a letter, email or SMS); and
 - b. Caregivers dropping off and picking up young children at preschools/childcare centres only. A letter of support from the preschool/childcare centre is required.
 - c. Those who are medically ineligible for all COVID-19 vaccines under the National Vaccination Programme (from 1 December 2021).
5. VDS requirements also apply to establishments providing personal care services that require the removal of facemasks, such as facial treatments, make-up services and saunas.

² To be implemented together with 'Updated SMMs at Retail Establishments'.

³ These refer to standalone stores > 930 sqm (or 10,000 sqft) of GFA.

⁴ Commercial Family Entertainment Centres with > 930 sqm (or 10,000 sqft) of Gross Floor Area can review operating capacity by referring to SMMs for Attractions released by STB, and submit refreshed proposals to enquiry@enterprisesg.gov.sg.

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

⁶ Tenants within the malls do not need to conduct VDS checks if they operate outside the mall hours.

⁷ This means they must have received the appropriate regimen of World Health Organisation Emergency Use Listing (WHO EUL) vaccines. Please refer to MOH's information sheet for more details of the requirements for VDS. for more information.

⁸ Unvaccinated individuals aged 13 or above must have a valid negative ART or PCR result from an MOH-approved COVID-19 test provider within the last 24 hours. Refer to go.gov.sg/swabproviders for the list of MOH-approved COVID-19 test providers. Self-administered ART supervised by employer and self-administered ART results are not recognised for VDS.

6. Establishments must verify the vaccination status of customers and have the right to deny entry for customers who do not meet the VDS requirements.
 - a. The SafeEntry (Business) App can be used with both the TraceTogether App and Token for this purpose.
 - b. The SafeEntry Gateway Box cannot be used for these checks.
 - c. Please refer to <https://go.gov.sg/acceptabledocs> for the list of acceptable documents for eligibility checks
7. Refer to [MOH's information sheet for more details of the requirements for VDS.](#)

Safe distancing and queue management

8. Customers can only be in groups of up to 2 persons, even if they are from the same household.
9. Queue lines at entrances, cashier counters, weighing counters, fitting rooms should be clearly demarcated (e.g. using floor markers).
10. At least one-metre spacing between groups should be ensured.

Crowd management

11. Activities and events at public and common areas such as mall atriums, public transport nodes, HDB estates and common corridors are not allowed⁹.
12. Establishments should ensure that crowds do not gather at atriums and common spaces, and discourage the consumption of food and drinks at these areas.

Contact tracing

13. The following retail establishments must ensure that all customers and workers check-in to the premises:

| Types of retail establishments | Requirements for contact tracing |
|---|--|
| <ul style="list-style-type: none"> • Malls • Large retail stores > 10,000 sqft • Personal care services e.g. hairdressers, barbers, spas, beauty and wellness | TT-only SafeEntry via SafeEntry Gateway Business App Or SafeEntry Gateway Box plus manual checks for vaccination status |
| <ul style="list-style-type: none"> • Supermarkets • Pet care and grooming services | TT-only SafeEntry via <ul style="list-style-type: none"> • SafeEntry Business App or • SafeEntry Gateway Box |

14. Encourage SafeEntry check-out to facilitate contact tracing efforts¹⁰.
15. Refer to www.safeentry.gov.sg for more details on SafeEntry Check-in.

⁹ 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.

¹⁰ Businesses with a higher throughput of visitors and places where people are likely to be in close proximity for prolonged periods with masks off will be eligible for SEGW Check-out Boxes. Refer to go.gov.sg/gateway-overview for latest details on when the free SEGW Check-out Boxes are available.

Cleanliness and hygiene

16. Workers¹¹ and customers must be masked at all times.
17. Hand sanitisers should be made available at common touchpoints (e.g. entry/exit doors, cashiers).
18. Product testers and samples for self-application and immediate consumption, e.g. perfume testers, make-up testers and unsealed food samples, are not allowed. Workers must also not apply the product sample directly on customers.
19. Common spaces such as counters and display shelves, play areas for children, shopping trolleys and baskets, handrails and other interactive hardware (such as iPads, mall directories, self-checkout kiosks or lift buttons) must be frequently cleaned and disinfected.
20. Personal care services that require the removal of masks (e.g. facial treatments) must be provided in private rooms. If this is not possible, minimise the number of persons within the premises, areas where mask-on and mask-off services should be separated and ventilation should be improved where possible (e.g. put in place air purifier/open doors or windows).
21. Rooms, tools and workstations must be thoroughly disinfected before and after each service.
22. All clothing, towels and bedding must be changed after every use.

Ventilation and improving indoor air quality

23. Refer to the [Guidance Note](#) on improving ventilation and indoor air quality in buildings issued by the Building and Construction Authority (BCA), National Environment Agency (NEA) and Ministry of Health (MOH)¹².

Workplace premises¹³

24. Adhere to measures in [MOM's Requirements for Safe Management Measures at the Workplace](#).
25. **Cross-deployment of workers across worksites**¹⁴ is not allowed unless it is critical to the business.
 - 25.1. If cross-deployment cannot be avoided (e.g. due to the nature of the job), additional safeguards must be in place to ensure that there is no direct contact between the cross-deployed personnel.
 - 25.2. Workers at premises that have been asked to close by the Ministry of Health (MOH) should not be redeployed to other worksites for the period of closure.

¹¹ This refers to all workers who work under an Enterprise's direction, including part-time and full-time workers, third-party contracted workers, and all other workers who work on the premises, e.g. cleaners, contractors, subcontractors.

¹² This Guidance Note provides building owners and facilities managers with updated recommended measures to enhance ventilation and air quality in indoor spaces.

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

¹⁴ This will not apply to industries/companies that need to do so due to the nature of their work. Such companies will be required to demonstrate that cross-deployment or interaction between workers is critical for business operations, when requested by MOM or their sector agencies.

Those who have been instructed to go for a swab must visit the designated Regional Screening Centres, “Swab and Send Home” (SASH) Public Health Preparedness Clinics or mobile swab sites for the COVID-19 test. They should also monitor their health closely, and visit a doctor immediately if unwell.

Workforce vaccination

26. From 1 January 2022, only vaccinated workers or those who have recovered from COVID-19 within the last 270 days can enter the workplace. This includes workers who are partially vaccinated (i.e. at least 1 dose of vaccine).
27. Unvaccinated workers are not allowed to enter workplaces unless they have a valid negative Pre-Event Test at an MOH-approved COVID-19 test provider.

COVID-19 testing

28. All workers¹⁵ in [malls, large standalone stores](#) and [supermarket outlets](#), as well as those in [personal care services](#) (e.g. facial and nail services, spas/saunas, massage establishments, hairdressing, and make-up services) are to be tested once every 7 days¹⁶ (under Fast and Easy Test Rostered Routine Testing, or FET RRT) through employer-supervised self-swabs, regardless of vaccination status. More details are available at <https://enterprisesg.gov.sg/sector-testing>.

Organisation of events

29. Work-related events (both non customer-facing and customer-facing) can be held within the workplace premises or third-party venues. Such events are however not permitted at public and common areas such as mall atriums, public transport nodes, HDB estates and common corridors. **Prevailing guidelines for the respective event venues will apply**¹⁷.
 - 29.1. **Non customer-facing events** (e.g. promotion/human resource event for workers):
 - Meals should not be the main feature. Enterprises should avoid holding events over mealtimes. Food or drinks should only be served if they are incidental to the event (e.g. the meeting or conference extends over lunchtime). In addition, the food must be served in individual portions¹⁸, and participants must be seated while consuming the food and drinks. Participants should put on their masks as soon as they have finished eating or drinking.
 - If an establishment organises an event in its premises that involves any participant who is not a worker of, or who does not regularly deliver goods or services to the establishment, should meals be provided, then every participant must meet VDS requirements.
 - If the establishment is a venue for an event organised by a third party, should meals be provided, then every participant must meet VDS requirements.

¹⁵ This refers to all mall management workers as well as all tenants and vendors who work in the malls, large standalone stores and supermarkets, including those working in office spaces of the shops, business owners, store managers, all part-time and full-time workers, third-party contracted workers based in malls and all other workers who work at the premises, e.g. cleaners, promoters.

¹⁶ Unvaccinated individuals working in settings with mandatory FET RRT have to undergo testing twice a week under the “Vaccinate or Regular Test” (VoRT) regime. This is being reviewed and more details will be announced in due course.

¹⁷ Work-related events held in F&B establishments must comply with the SMM requirements for F&B establishments.

¹⁸ Food served through staff-served food lines must also be served in individual portions.

- Such events are subject to a cap of 50 persons or less, depending on venue capacity and subject to safe distancing requirements of at least one-metre spacing between individuals.
- 29.2. **Customer-facing events** (e.g. product launches, outlet opening):
- Meals should not be the main feature. Event organisers should avoid holding events over mealtimes. Food or drinks should only be served if incidental to the work-related event (e.g. product launch extends over lunchtime).
 - Food and drinks must be served in individual portions¹⁹ and participants must be seated while consuming the food and drinks. There should be no intermingling between the groups. Participants should minimise the time that they are unmasked while eating and drinking.
 - If meals are provided, then every participant must meet VDS requirements²⁰.
 - Such events organised by retail establishments within their own premises are subject to the maximum number of individuals that the venue may accommodate after safe distancing measures are adhered to.
 - Events organised by external parties (where the retail premise now functions as a third-party venue) are subject to a cap of 50 persons (excluding the retail establishment's service workers) or less, depending on venue capacity and subject to safe distancing requirements.
 - Event participants can be in groups of up to 5 persons if they are from the same household, otherwise, they should be in groups of up to 2 persons. There must be at least a one-metre distance between groups.

Protocol on handling COVID-19 cases

30. For management of potential contacts of positive COVID-19 cases at the workplace, refer to <https://www.mom.gov.sg/covid-19/requirements-for-safe-management-measures>.
31. For protocol on disinfection for premises visited by positive COVID-19 cases, refer to [NEA's advisory](#).
32. Refer to <https://www.gobusiness.gov.sg/covid-fags/> for other frequently asked questions.

¹⁹ Food served through staff-served food lines must also be served in individual portions.

²⁰ Children aged 12 years and below may be included in the group. If there is more than one such child in the group, all children must be from the same household. For large-scale events, the number of children is capped at 20% of the actual event size. For work-related events subject to the requirement for attendees to be fully vaccinated, the number of such children is capped at 20% of the actual event size.