

Trade-Specific Safe Management Measures for Retail Establishments

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

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

Category	Customer-facing operations
Malls, Standalone stores	<ul style="list-style-type: none"> • Allow tenants to extend queues beyond their premises and mark queue spots outside their units, in order to manage the crowd. However, this should not cause congestion at neighbouring stores or at other parts of the mall. • Put in place Standard Operating Procedures (SOPs) to identify hotspots and manage large crowds and long queues both within and outside the malls; these may include re-directing customers to other outlets, breaking the queues into several sections, putting up signs that indicate length of queuing time and implementing queue or appointment management systems¹. • Food delivery personnel entering the malls for food collection must do their SafeEntry check-in and temperature screening. Malls are encouraged to set up dedicated lanes for these food delivery personnel to enter the malls or allow them to be prioritised in other ways. This is so as to better manage the queues and mall capacity.
Supermarkets, Convenience stores, Mini-marts	<ul style="list-style-type: none"> • Consider providing dedicated shopping hours for vulnerable groups, such as the elderly, persons with disabilities and pregnant women. • Limit groups of customers entering the store to no more than 5 persons. <p><u>Supermarkets</u></p>

¹ While implementing the necessary SMMs, malls should ensure that the entrance and exit points remain accessible to those with disabilities.

	<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.
Department stores	<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.
Fashion (Apparel, Shoes, Jewellery, Accessories and Optical wear)	<ul style="list-style-type: none"> Fitting rooms, seats and try-out areas should be spaced at least one metre apart and clearly demarcated. Fitting rooms should be disinfected after each use. Discourage the testing and trying of products. Products tried on by customers should be sanitised where possible, e.g. via steaming, cleaning, leaving overnight to air, or other reasonable sanitisation methods. Implement click-and-collect systems (customers can browse and purchase items online and collect them in stores) to reduce dwell time. Encourage online purchases by having a flexible return policy. <p><u>Apparel</u></p> <ul style="list-style-type: none"> Limit the number of apparels per fitting to minimise dwell time. Employees conducting tailoring and measuring services should wear personal protective equipment, e.g. masks at all times. <p><u>Jewellery, Watches, Accessories</u></p> <ul style="list-style-type: none"> Establishments offering piercing services MUST ensure that all tools are thoroughly disinfected before and after each use. <p><u>Optical Wear</u></p>

	<ul style="list-style-type: none"> • Equipment used for eye checks and consultations MUST be sanitised before each new customer is served.
Beauty Retail	<ul style="list-style-type: none"> • Swatches and individually packed samples, e.g. sachets, travel-sized products and gifts with purchase, may be distributed to customers upon request/completion of purchase. <p><i>Note: For services on makeovers and trial facials, refer to the section on Personal Care Services below.</i></p>
Pharmacy, Traditional Chinese Medicine (TCM), Health Supplement Retail	<ul style="list-style-type: none"> • Consider providing dedicated shopping hours for vulnerable groups, such as the elderly, persons with disabilities and pregnant women. <p><u>Pharmacy</u></p> <ul style="list-style-type: none"> • Encourage customers to opt for teleconsultation services and to book appointments with pharmacists, where available. <p><u>TCM and Health Supplement Retail</u></p> <ul style="list-style-type: none"> • 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
Personal Care Services (Spa and Wellness, Hair and Make-up, Nail Services, etc.)	<ul style="list-style-type: none"> • Personal care services that require the removal of masks (e.g. facial treatments or facial therapies) MUST be provided in private rooms as far as possible. Operators MUST ensure that the private room is thoroughly disinfected before and after use. In settings where the mask-off personal care service cannot be provided in private rooms (i.e. open-format salons without private rooms), the operator should minimise the number of persons within the premises, segregate between areas where mask-on and mask-off services are being provided and improve the ventilation (e.g. put in place air purifier/open doors or windows), where possible. • For other services, masks MUST be worn by customers and employees at all times. • Employees MUST wear masks for the duration of each session and sanitise their hands before and after each customer’s treatment. • All operators MUST disinfect all tools and workstations before and after each service. • To avoid overcrowding, customers MUST NOT enter the premises until 10 minutes prior to the start of their appointment session. While within the premises, customers should refrain from mingling with other customers or employees. • All operators MUST NOT serve food and drinks to customers, and should remove shared items such as magazines and newspapers. • Operators that provide F&B offerings (e.g. restaurant) in their premises can only do so in a separate area from where the personal care service is provided. • Employees should wear appropriate protective gear, where practicable. • Encourage appointment bookings, implement queue management and booking system (e.g. digital booking systems or calling customers) to stagger customer appointments. • Ensure good ventilation in the premises, where practicable. • Assign one therapist to follow-through all treatments with the same customer, where practicable.

Spa and Wellness

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

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

Hairdressing Services

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

Make-up Services

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

Nail Services

- 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.

	<ul style="list-style-type: none"> • 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.
Financial Services (Licensed and Exempt Moneylenders, Money Changers, Pawnbrokers, Remittance Services)	<ul style="list-style-type: none"> • Encourage customers to sanitise hands before and after handling currency notes and coins. <p><u>Licensed Moneylenders and Exempt Moneylenders</u></p> <ul style="list-style-type: none"> • Encourage the use of digital payments and/or online transfers. • Encourage customers to book appointments ahead of visits. • Encourage online submission of documents prior to appointments for credit assessment. <p><u>Money Changers</u></p> <ul style="list-style-type: none"> • Encourage employees to practise good hand hygiene, e.g. by using hand sanitiser after handling cash, and avoid touching the face with their hands. <p><u>Pawnbrokers</u></p> <ul style="list-style-type: none"> • Encourage the use of digital payments and/or online transfers. • Encourage customers to book appointments ahead of visits. <p><u>Remittance services</u></p> <ul style="list-style-type: none"> • Encourage customers to book appointments. • Consider implementing e-services (website/app) to facilitate online remittance.
Commercial Family Entertainment Centres (Indoor Kids' Playgrounds, Recreation and Leisure Centres)²	<ul style="list-style-type: none"> • Operators MUST conduct temperature screening and checks on visible symptoms for customers at entrances, and turn away those with fever and/or who appear unwell. • From 14 June 2021, operating capacity MUST be kept to a maximum of 1 person per 10 sqm of usable space or 50% operating capacity, whichever is lower³. • 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

² Indoor attractions in touch with STB should continue to liaise with STB on the latest SMM guidelines.

³ Facilities below 50 sqm can admit up to 5 persons. This does not include employees.

	<ul style="list-style-type: none"> • Please refer to the Assessment Checklist: Requirements for Re-opening Proposal for the list of operational areas to be addressed and measures required for each area. • Groups of customers, including those participating in any organised group activities, MUST be limited to 5 or fewer persons, with at least one-metre spacing between groups. • To reduce crowding, operators should: <ul style="list-style-type: none"> ○ Encourage guests/participants to book appointments in advance; ○ Implement a queue management system for entry into premises and between activity stations with clear demarcations for one-metre spacing among customers. • Consider having employees and guests/participants wear disposable gowns, gloves and socks within premises, where practicable. • Place hand sanitisers near frequently touched surfaces such as grab-bars. • Regularly clean and disinfect high-touch/interactive equipment and components within the premises. • Ensure that each activity station is manned and supervised by an employee, where practicable.
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 Sport Singapore's media releases for updates.
Traditional Chinese Medicine (TCM) Clinics	Refer to General Advisory on Good Clinical Practice and Control for TCM Practice (2020) (MOH / Traditional Chinese Medicine Practitioners Board) for more details.

Tuition and Enrichment Centres, Childcare Centres	Refer to Press Releases (MOE) for updates.
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