

JOINT ADVISORY

MR No.: 077/21

Updated as of 12 October 2021

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

1. Singapore entered the Stabilisation Phase on 27 September 2021 to slow down the rate of transmission and protect our healthcare system. The Multi-Ministry Taskforce (MTF) announced a tightening of Safe Management Measures (SMMs) from 27 September through 24 October 2021, to slow down current community transmissions. **With effect from 13 October 2021, vaccination-differentiated Safe Management Measures (VDS) will also be further expanded to include entry into malls and large standalone stores.**
2. Retail establishments and lifestyle-related services must implement [SMMs](#), as required by the Ministry of Manpower (MOM) and comply with the COVID-19 (Temporary Measures) (Control Order) Regulations 2020. They must also 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.

Latest updates for Retail establishments

3. **From 27 September through 24 October 2021, social gatherings are allowed to comprise up to 2 persons².** In line with this, retail establishments are to ensure at least one-metre spacing between groups of customers (of up to 2 persons). Malls should also ensure that crowds do not gather at atriums or common spaces, and discourage the consumption of food and drinks at such spaces.
4. **Vaccination-differentiated SMMs (VDS)**
 - 4.1. **Malls and large standalone stores³**
 - 4.1.1. **From 13 October 2021, malls and large standalone stores are required to implement VDS for entry into their premises.** Under this, only groups of up to 2 fully vaccinated persons⁴ will be allowed to enter malls and large standalone stores⁵. **Refer to paragraph 4.3 on the eligibility criteria.**

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

² Members from the same household may choose to go out together, but they need to observe the prevailing group size limits in public settings and venues, i.e. if there are more than 2 persons, please maintain at least one-metre distancing in groups of no more than 2 persons.

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

⁴ Refer to footnote 2.

⁵ Tenants within the malls do not need to conduct VDS checks if they operate outside the mall hours.

- 4.1.2. **VDS will not apply to the following unvaccinated individuals at malls and large standalone stores:**
- 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.
- 4.1.3. There will be a grace period of one week for VDS in malls and large standalone stores to be implemented, from 13 to 19 October 2021. The required checks must be imposed during this grace period, but unvaccinated persons can be permitted entry into these premises with a reminder. The grace period will allow mall/store operators, tenants and the public to familiarise themselves with the new processes and checks.
- 4.2. **Personal care services**
- 4.2.1. Services and activities in higher-risk settings, which require masks to be removed, can continue to be conducted in groups of up to 2 persons if customers are fully vaccinated. These include personal care services such as facial treatments, make-up services and saunas, where masks are removed during the activity/service. **Refer to paragraph 4.3 on the eligibility criteria.**
- 4.3. The above establishments that implement VDS must only allow entry for customers who meet any of the following criteria (unless there are exceptions provided):
- a. Be fully vaccinated, i.e. has received the appropriate regimen of [World Health Organisation Emergency Use Listing](#) (WHO EUL) vaccines (e.g. Pfizer-BioNTech/Comirnaty, Moderna, AstraZeneca-SKBio, Serum Institute of India, Janssen, Sinopharm, Sinovac-CoronaVac) including their respective duration post-vaccination for the vaccine to be fully effective and had their vaccination records ingested in MOH's national IT systems⁶); or
 - b. Have recovered from COVID-19, i.e. less than 270 days of first positive Polymerase Chain Reaction (PCR) test result obtained in Singapore, and can provide a valid Pre-Event Test (PET) exemption notice for the duration of the service/activity⁷ from an MOH-approved COVID-19 test provider; or
 - c. Have a valid negative PET result for the duration of the service/activity⁸ from an MOH-approved COVID-19 test provider in the past 24 hours.
- 4.4. Children aged 12 years and below who are not vaccinated are eligible for VDS and may be included in the group of up to 2 persons. If a group comprises 2 such children, both children must be from the same household.

⁶ Please refer to [MOH's Post Vaccination Matters website](#) for more information.

⁷ Recovered individuals can obtain a PET Exemption Notice from any clinic offering ART or PCR testing services. Refer to [go.gov.sg/swabproviders](#) for the list of MOH-approved COVID-19 test providers.

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.

- 4.5. The above establishments that implement VDS must appoint at least one worker (e.g. supervisor or front-of-house worker) to conduct verification checks on the eligibility status of each individual.
- 4.5.1. Refer to [MOH's information sheet for more details of the requirements for VDS.](#)
- 4.5.2. The use of the SafeEntry (Business) App is strongly encouraged to facilitate eligibility checks for both TraceTogether App and Token users. The SafeEntry Gateway Box cannot be used to facilitate these checks.
- 4.5.3. The establishment must verify that each customer fulfils the eligibility requirements before SafeEntry check-in and allowing the group to enter for the service/activity. **For the full list of acceptable documents regarding eligibility checks, please refer to <https://go.gov.sg/acceptabledocs>.**
- 4.6. Unvaccinated workers⁹ can continue to access their workplace in malls and standalone stores as all unvaccinated individuals working in these premises are currently required to undergo testing twice a week as part of the "Vaccinate or Regular Test" regime (VoRT) since 1 October 2021, pending a further review of this policy. See paragraph 5.2.

COVID-19 testing

5. The following applies to the workers of the establishments mentioned below:
- 5.1. **By 27 September 2021, all individuals¹⁰ working 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), must undergo testing once every 7 days using tests such as the antigen rapid test (ART) regardless of their vaccination status, under the regular Fast and Easy Test Rostered Routine Testing (FET RRT) regime. Businesses who occupy the retail space are responsible to ensure all workers comply with this regime. This is to allow for earlier detection and ringfencing of cases and can be done primarily through Employer Supervised Self-Swabs (ESSS).**
- 5.1.1. Individuals who have recovered from a COVID-19 infection in the past 270 days are exempted.
- 5.1.2. Establishments can refer to the following [GoBusiness portal link](#) or [ESG's website](#) for more details.
- 5.2. **From 1 October 2021, all unvaccinated individuals working in settings with mandatory FET RRT including third-party contracted workers (as per earlier paragraph) have to undergo testing twice a week¹¹ using ART to mitigate risk of transmission to the public, under the VoRT regime. The tests can similarly be done through ESSS.**
- 5.2.1. The cost of additional testing required for unvaccinated workers are to be fully borne by workers or the enterprises.
- 5.2.2. The government will subsidise tests for the small group of individuals who are medically ineligible for vaccines.

⁹ These include tenants, office workers of that building, as well as workers who have to visit these premises, such as vendors, part-time workers, third-party contracted workers, food delivery personnel and couriers.

¹⁰ 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.

¹¹ A test done under the existing FET RRT, which is a supervised FET, also counts towards this requirement.

- 5.2.3. Enterprises should refer to the details on VoRT regime on the [GoBusiness portal](#).
- 5.2.4. All other vaccinated workers must continue with the prevailing FET RRT regime (testing once every 7 days).
- 5.3. The table below provides an overview of FET RRT and VoRT. More details are available at <https://enterprisesg.gov.sg/sector-testing>.

	FET RRT regime	VoRT regime
Vaccinated Workers		N.A.
Unvaccinated Workers	<p>1 x per week (once every 7 days)</p> <ul style="list-style-type: none"> Tests funded by government till 31 December 2021 	<p>2 x per week</p> <ul style="list-style-type: none"> Each weekly FET RRT will count towards one of the twice weekly VoRT requirements For Medically Ineligible Workers: additional test kit will be funded by the government till 31 December 2021 For Medically Eligible Workers: additional test is not funded

Occupancy/Capacity limits

6. The following limits apply:
- 6.1. Occupancy limit for malls and large standalone stores¹² will be at one person per 10 sqm of Gross Floor Area (GFA). 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 at least one-metre distancing between individual customers or groups of customers who are shopping together (up to 2 persons) is maintained.
- 6.2. Operating capacity of Commercial Family Entertainment Centres will be at a maximum of one person per 10 sqm of usable space or 50% operating capacity, whichever is lower¹³.

Protocol on handling COVID-19 cases

7. Establishments can reference the following:
- 7.1. 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>.
- 7.2. For protocol on disinfection for premises visited by positive COVID-19 cases, refer to <https://www.nea.gov.sg/our-services/public-cleanliness/environmental-cleaning-guidelines/guidelines/guidelines-for-environmental-cleaning-and-disinfection>.
- 7.3. Refer to <https://www.gobusiness.gov.sg/covid-faqs/> for other information.

¹² These refer to standalone stores > 930 sqm (or 10,000 sqft) of GFA.

¹³ Facilities below 50 sqm can admit up to 5 persons. This does not include workers.

Work-related events

8. Work-related events (both non customer-facing and customer-facing) can be held within the workplace premises and third-party venues. Such events are 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 (i.e. if the event is held in at the establishment, all measures outlined in the Retail advisory will apply for the event).
 - 8.1. Non customer-facing events (e.g. promotion/human resource event for workers):
 - 8.1.1. Meals should not be the main feature. Enterprises should avoid holding events over mealtimes. Food or drinks should only be served if incidental to the work-related event (e.g. the meeting or conference extends over lunchtime). In addition, the food must be served in individual portions¹⁴, and participants must be seated while consuming the food and drinks. Participants should minimise the time that they are unmasked while eating and drinking.
 - 8.1.2. Should meals be provided as part of the event and it involves any participant who is not a worker of, or who does not regularly deliver goods or services to the enterprise organising the event, then every participant must meet the criteria in paragraph 4.3¹⁵).
 - 8.1.3. Such events are subject to a cap of 50 persons or a lower number, depending on venue capacity and safe distancing requirements.
 - 8.1.4. Should establishments hold such events using their own premises, at least one-metre spacing between individuals must be maintained at all times.
 - 8.1.5. For events organised by external parties (where the retail/lifestyle premises now function as a third-party venue), groups of up to 2 persons with at least one-metre spacing between groups are permitted.
 - 8.2. Customer-facing events (e.g. product launches, outlet opening):
 - 8.2.1. 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. the meeting or product launch extends over lunchtime). In addition, the food must be served in individual portions¹⁶, participants must be seated while consuming the food and drinks, and there should be no intermingling between the groups. Participants should minimise the time that they are unmasked while eating and drinking.
 - 8.2.2. Should meals be provided as part of the event and it involves any participant who is not a worker of, or who does not regularly deliver goods or services to the enterprise organising the event, then every participant must meet the criteria in paragraph 4.3¹⁷).
 - 8.2.3. Such events organised by retail establishments within their own retail premises are subject to the maximum number of individuals that the venue may accommodate after safe distancing measures are adhered to.

¹⁴ Food served through staff-served food lines must also be served in individual portions.

¹⁵ 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 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.

¹⁶ Food served through staff-served food lines must also be served in individual portions.

¹⁷ 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 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.

- 8.2.4. Events organised by retail establishments at third-party venues are subject to a cap of 50 persons (excluding service staff) or a lower number, depending on venue capacity and safe distancing requirements.
- 8.2.5. Events organised by external parties at retail establishments (where the premises now functions as a third-party venue) are subject to a cap of 50 persons (excluding service staff) or a lower number, depending on venue capacity and safe distancing requirements.
- 8.2.6. Event participants can be in groups of up to 2 persons, at least one metre apart.

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

9. The following measures apply to all customer-facing operations of retail establishments and lifestyle-related services.

9.1. Safe distancing

- 9.1.1. Retail establishments are to ensure at least one-metre spacing between groups of up to 2 persons. Members of the same household entering the retail establishment may do so but this should also be in groups of 2 persons.
- 9.1.2. Retail establishments are to clearly demarcate queue lines for customers at entrances, cashier counters, weighing counters, fitting rooms and must ensure at least one-metre spacing between individual customers in the queue (e.g. using floor markers).
- 9.1.3. Workers must manage queues to ensure that safe distancing is observed at all times.

9.2. Crowd management

- 9.2.1. Activities and events at public and common areas such as mall atriums, public transport nodes, HDB estates and common corridors are not allowed¹⁸.
- 9.2.2. Malls should also ensure that crowds do not gather at atriums and common spaces, and discourage the consumption of food and drinks at such spaces.
- 9.2.3. Operators of common play areas for children/toddlers/infants in retail stores or malls¹⁹ must ensure at least one-metre spacing between groups of customers.

9.3. Contact tracing

- 9.3.1. The following retail establishments are required to deploy SafeEntry²⁰ via TT-only SE to log the check-in of customers, vendors and visitors to their premises²¹:
 - Malls;
 - Large retail stores > 930 sqm or 10,000 sqft²²;
 - Supermarkets;

¹⁸ 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.

¹⁹ These play areas refer to the facilities provided free-of-charge in the shops or at the malls' common areas.

²⁰ More information on SafeEntry and a full list of places where SafeEntry must be deployed can be found at <https://covid.gobusiness.gov.sg/safemanagement/safeentry/>

²¹ However, all retail establishments and lifestyle-related services must require their workers to do SafeEntry check-in.

²² Large retail outlets that are fully within malls and buildings covered by SafeEntry and have the same operating hours, are not required to implement SafeEntry for customers, clients and visitors. They should, however, do so if they operate outside the mall hours.

- Personal care services e.g. hairdressers, barbers, spas, beauty and wellness; and
 - Facilities providing basic pet services (that do not function on a drop-off, pick-up basis).
- 9.3.2. Retail establishments required to deploy SafeEntry for customers and visitors will need to provide the SafeEntry Gateway²³ (SEGW) as an option for SafeEntry check-in. SEGW is available as a feature within the SafeEntry (Business) App (updated to the latest version) and as a physical standalone device (SEGW Box). Do note that the SEGW Box cannot be used to facilitate the eligibility checks for the VDS.
- 9.3.3. **To facilitate more precise contact tracing efforts, SafeEntry check-out is encouraged.** Businesses can facilitate check-out for their customers by toggling to the SEGW check-out function within the SafeEntry (Business) App. 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 also be eligible for SEGW Check-out Boxes²⁴.
- 9.3.4. Refer to www.safeentry.gov.sg for more details on SafeEntry Check-in.
- 9.4. **Cleanliness and hygiene**
- 9.4.1. All workers, customers, delivery personnel and other onsite personnel must put on their masks properly at all times.
- 9.4.2. Hand sanitisers should be made available to workers and customers at common touchpoints (e.g. entry/exit doors, cashiers).
- 9.4.3. 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.
- 9.4.4. 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, mall directories, self-checkout kiosks or lift buttons.
- 9.5. **Ventilation and improving indoor air quality**
- 9.5.1. Retail establishments and lifestyle-related services are strongly encouraged to improve ventilation and improve indoor air quality in all premises. They may wish to 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)²⁵.
10. Retail establishments should put up clear signages to remind customers to comply with safe management requirements where applicable, and train and deploy service personnel to provide clear communication to customers on SMMs.

²³ The SEGW enables contactless detection of both the TraceTogether App and Token, and serves as an additional means of SafeEntry check-in that is quicker and more seamless. It also allows users to check if their Token has run out of battery or is not working.

²⁴ Refer to go.gov.sg/gateway-overview for latest details on when the free SEGW Check-out Boxes are available.

²⁵ This Guidance Note provides building owners and facilities managers with updated recommended measures to enhance ventilation and air quality in indoor spaces.

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

Safe Management Measures – Workplace premises²⁶

12. To ensure COVID-safe workplaces, retail establishments should adhere to measures as outlined in [MOM's Requirements for Safe Management Measures at the Workplace](#) and take care of their workers, workplaces and those who may become unwell at their workplaces.
13. **Enterprises must ensure no cross-deployment across worksites²⁷, i.e. no worker should work at more than one worksite.**
 - 13.1. If cross-deployment cannot be avoided (e.g. due to the nature of the job), additional safeguards must be taken to minimise the risk of cross infection²⁸.
 - 13.2. For venues that have been visited by positive COVID-19 cases and asked to close by the Ministry of Health (MOH), workers should not be redeployed to other worksites at all for the period of closure. If instructed to go for swabs, enterprises must ensure that their workers from these venues visit the designated Regional Screening Centre, "Swab and Send Home" (SASH) Public Health Preparedness Clinics or mobile swab sites for the COVID-19 test offered by MOH. These workers should stay at home and minimise social interactions during the period of closure even if their swab results are negative. They should also monitor their health closely, and visit a doctor immediately if unwell.

Enforcement of measures

14. Government agencies will be conducting inspections to check on the proper implementation of the SMMs. **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. For subsequent offences, they may face a fine of up to S\$20,000, imprisonment of up to twelve months, or both.**
15. Businesses that do not implement or comply with the government's SMMs may be ineligible for government grants, loans, tax rebates and other assistance, and may also be subject to temporary closures.

Annex A – Other recommended guidelines for customer-facing operations

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

Issued by:

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

²⁶ Refers to the retail establishments' back-of-house operations involving workers, including at offices, warehouses and manufacturing facilities.

²⁷ 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.

²⁸ E.g. systems are in place to ensure no direct contact between the cross-deployed personnel.

Other recommended guidelines for customer-facing operations

A. 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.

B. Use of retail establishments as a third-party venue for work-related events

- If a retail outlet is used as a third-party event space, as a best practice, only one event should be held in the outlet at a time. If not feasible, each third-party event should be clearly demarcated from the others, as well as from the main consumer shopping area. Each area should be kept completely separate by either a solid partition (at least 1.8-metre high, from wall to wall), or a minimum 3-metre spacing demarcated by continuous physical barriers (e.g. plexiglass screens, barricade tape, queue poles). There should be no mixing or intermingling of guests from separate events. Food and drinks must not be served.

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 workers 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 systems²⁹. • Food delivery personnel entering the malls for food collection must do their SafeEntry check-in. 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 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. <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,

²⁹ While implementing the necessary SMMs, malls should ensure that the entrance and exit points remain accessible to those with disabilities.

	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	<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. Workers 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>
<p>Pharmacy, Traditional Chinese Medicine (TCM), Health Supplement Retail</p>	<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.

- **Lifestyle-related services establishments are reminded to ensure that their workers 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. 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. • Operators providing mask-off personal care services are required to verify whether their customers have been fully vaccinated. Unvaccinated customers are not allowed to receive services/ treatments. • For other services, masks MUST be worn by customers at all times. • Workers MUST wear masks at all times 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 workers. • 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 provide takeaway services, in a separate area from where the personal care service is provided. • Workers 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, workers 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, workers 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.

	<ul style="list-style-type: none"> Workers 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.
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 workers 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)³⁰	<ul style="list-style-type: none"> Operating capacity MUST be kept to a maximum of one person per 10 sqm of usable space or 50% operating capacity, whichever is lower³¹. Operators that cater F&B services within their premises are required to adhere to the VDS for the F&B sector. Refer to SMM Advisory for F&B establishments for more details.

³⁰ Indoor attractions in touch with STB should continue to liaise with STB on the latest SMM guidelines.

³¹ Facilities below 50 sqm can admit up to 5 persons. This does not include workers.

	<ul style="list-style-type: none"> • 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 • 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 2 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 workers 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 a worker, 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.