

Other Safe Management Measures (SMMs) for all Retail Establishments⁴ and Lifestyle-Related Services

Occupancy/Capacity limits

1. The occupancy limit for malls and large standalone stores⁵ is one person per 10 sqm of Gross Floor Area (GFA).
2. The operating capacity⁶ 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 lower⁷.

Safe Management Measures – Customer-facing operations

Vaccination-Differentiated Safe Management Measures (VDS)

3. Malls and large standalone stores⁸ must implement VDS for entry, where persons are allowed entry under the following conditions:
 - a. Are fully vaccinated⁹; or
 - b. Have recovered from COVID-19¹⁰; or
 - c. Are children aged 12 years and below (i.e. born in or after 2010¹¹). If there are 2 or more such children 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);
 - 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). They will need to present a hard copy memo¹² issued by a General Practitioner (GP) clinic, public or private healthcare institution, along with a government-issued photo identification card for

⁴ To be implemented together with 'Updated SMMs at Retail Establishments'.

⁵ These refer to standalone stores > 930 sqm (or 10,000 sqft) of GFA.

⁶ 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.

⁷ Facilities below 50 sqm can admit up to 5 persons. This does not include workers.

⁸ Tenants within the malls do not need to conduct VDS checks if they operate outside the mall hours, unless otherwise mandated to do so.

⁹ 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.

¹⁰ From 1 January 2022, all recovered persons from COVID-19 who are not fully vaccinated will only be given a 180-day exemption after infection to enter establishments where VDS is implemented.

¹¹ Children born in 2009 will need to be fully vaccinated to enter venues and participate in activities with VDS from **1 March 2022**.

¹² To be certified as medically ineligible for all COVID-19 vaccines under the National Vaccination Programme, individuals may visit a doctor familiar with their medical condition, or alternatively, any clinic or hospital to obtain a hardcopy doctor-certified memo.

entry into these premises. More details on the criteria for medical ineligibility can be found in the sample of the standard memo [here](#).

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.
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 5 persons.
9. At least one-metre spacing between groups should be ensured.
10. Queue lines at entrances, cashier counters, weighing counters, fitting rooms should be clearly demarcated (e.g. using floor markers).

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 allowed¹³.
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 • Standalone 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

¹³ 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.

14. Encourage SafeEntry check-out to facilitate contact tracing efforts¹⁴.
15. Refer to www.safeentry.gov.sg for more details on SafeEntry Check-in.

Cleanliness and hygiene

16. Workers¹⁵ 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)¹⁶.

Workplace premises¹⁷

24. Adhere to measures in [MOM's Requirements for Safe Management Measures at the Workplace](#).

¹⁴ 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.

¹⁵ 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.

¹⁶ This Guidance Note provides building owners and facilities managers with updated recommended measures to enhance ventilation and air quality in indoor spaces.

¹⁷ Refers to the retail establishments' back-of-house operations involving workers, including at offices, warehouses and manufacturing facilities.

25. **Cross-deployment of workers across worksites**¹⁸ 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. 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, workers who are not fully vaccinated are not to enter the workplace unless they have a valid negative Pre-Event Test (PET) from an [MOH-approved COVID-19 test provider](#) within 24 hours of entering the workplace.
 - 26.1. From 15 January 2022, this concession will be removed. A grace period until **31 January 2022** will be granted for partially vaccinated workers (i.e. those who have taken at least 1 dose of vaccine but not yet fully vaccinated) to complete their vaccination regime. During this grace period, they will continue to be able to enter the workplace with a negative PET result.
27. Workers who are fully vaccinated, have recovered from COVID-19 within the past 180 days or are medically ineligible for all COVID-19 vaccines under the National Vaccination Programme can continue to enter the workplace.
28. Refer to [MOM's Requirements for Safe Management Measures at the Workplace](#) for more details.

COVID-19 testing

29. All workers¹⁹ 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 days (under Fast and Easy Test Rostered Routine Testing, or FET RRT) through employer-supervised self-swabs, regardless of vaccination status²⁰. More details are available at <https://enterprisesg.gov.sg/sector-testing>.
30. The “Vaccinate or Regular Test” (VoRT) regime is phased out with effect from 1 January 2022.

¹⁸ 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.

¹⁹ 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.

²⁰ Recovered individuals who are not vaccinated will no longer be exempted from the FET regime, even if they are within the first 270 days from the date of positive PCR. Only fully vaccinated individuals who have recovered from a COVID-19 infection can be exempted from the testing regime.

Organisation of events

31. Work-related events can be held within the workplace premises or third-party venues²¹. Such events are not permitted at public and common areas such as mall atriums, public transport nodes, HDB estates and common corridors.

31.1. **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. F&B should only be served if they are incidental to the event (e.g. the meeting or conference extends over lunchtime). F&B must be served in individual portions²², and participants must be seated while consuming the F&B. Participants should put on their masks as soon as they have finished eating or drinking.
- All events where participants are not seated or standing in a fixed location, regardless of whether F&B is served/consumed, are subject to a cap of 50 persons.
- If F&B is served/consumed at the event, then every participant must meet VDS requirements and such events are subject to a cap of 50 persons, depending on venue size and safe distancing requirements of at least one-metre distance between individuals.
- If there are no mask-off activities (e.g. no F&B served/consumed) **and** participants are seated or standing a fixed location, the event can have up to 1,000 persons, depending on venue size and safe distancing requirements of at least one-metre distance between individuals.
 - o Please refer to MOM's [Requirements for Safe Management Measures at the Workplace](#) for more information on additional measures required (e.g. zoning).
 - o Event organisers must [notify the relevant authorities](#) at least 5 days in advance before these larger events are held. Firm action will be taken against non-compliance with these SMMs, including the failure to notify.

31.2. **Customer-facing events** (e.g. product launches, outlet opening):

- Meals should not be the main feature. Event organisers should avoid holding events over mealtimes. F&B should only be served if incidental to the event (e.g. product launch extends over lunchtime). F&B must be served in individual portions²³, and participants must be seated while consuming the F&B. There should be no intermingling between the groups. Participants should put on their masks as soon as they have finished eating or drinking.
- If F&B is served/consumed, every participant must meet VDS requirements.
- If there are no mask-off activities (e.g. no F&B served/consumed) **and** participants are seated or standing in fixed location, the event can have up to 1,000 persons, depending on venue size and safe distancing requirements.
 - o Please refer to MOM's [Requirements for Safe Management Measures at the Workplace](#) for more information on additional measures required (e.g. zoning).
 - o Event organisers must [notify the relevant authorities](#) at least 5 days in advance before these larger events are held. Firm action will be taken against non-compliance with these SMMs, including the failure to notify.

²¹ Work-related events held in F&B establishments must comply with the SMM requirements for F&B establishments.

²² Food served through staff-served food lines must also be served in individual portions.

²³ Food served through staff-served food lines must also be served in individual portions.

- 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 premises now functions as a third-party venue) are subject to a cap of 50 persons (excluding the retail establishment's service workers), depending on venue size and safe distancing requirements.
- Event participants can be in groups of up to 5 persons. There must be at least a one-metre distance between groups.

Protocol on handling COVID-19 cases

32. 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>.
33. For protocol on disinfection for premises visited by positive COVID-19 cases, refer to [NEA's advisory](#).
34. Refer to <https://www.gobusiness.gov.sg/covid-faqs/> for other frequently asked questions.