

## **Other Safe Management Measures (SMMs) for all Retail Establishments<sup>1</sup> and Lifestyle-Related Services**

### **Safe Management Measures – Customer-facing operations**

#### **Group Size for Dine-In and Social Gatherings**

1. The group size for dine-in and social gatherings remains capped at 5 persons.

#### **Occupancy/Capacity limits**

2. The occupancy limit for malls and large standalone stores<sup>2</sup> is one person per 10 sqm of Gross Floor Area (GFA).
3. The operating capacity<sup>3</sup> 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 lower<sup>4</sup>.

#### **Vaccination-Differentiated Safe Management Measures (VDS)**

4. Malls and large standalone stores<sup>5</sup> must implement VDS for entry, where persons are allowed entry under the following conditions:
  - 4.1. Are fully vaccinated<sup>6</sup>; or
  - 4.2. Have recovered from COVID-19<sup>7</sup>;
  - 4.3. Are unvaccinated children aged 12 years and below (i.e. born in or after 2010<sup>8</sup>). If there are 2 or more such children in the group, the children must be from the same household.
5. Concessions will be made for the following unvaccinated individuals:
  - 5.1. 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);
  - 5.2. Caregivers dropping off and picking up young children at preschools/childcare centres only. A letter of support from the preschool/childcare centre is required;
  - 5.3. Those who are certified to be medically ineligible for all COVID-19 vaccines under the National Vaccination Programme. They will need to show the 'vaccination exemption' status via the Trace-Together App/Token, HealthHub or present a

<sup>1</sup> To be implemented together with 'Updated SMMs at Retail Establishments'.

<sup>2</sup> These refer to standalone stores > 930 sqm (or 10,000 sqft) of GFA.

<sup>3</sup> 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](mailto:enquiry@enterprisesg.gov.sg).

<sup>4</sup> Facilities below 50 sqm can admit up to 5 persons. This does not include workers.

<sup>5</sup> Tenants within the malls do not need to conduct VDS checks if they operate outside the mall hours, unless otherwise mandated to do so.

<sup>6</sup> This means they must have received the appropriate regimen of World Health Organisation Emergency Use Listing (WHO EUL) vaccines. For more information, refer to [MOH's information sheet on the requirements for VDS](#).

<sup>7</sup> 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.

<sup>8</sup> Children born in 2009 will need to be fully vaccinated to enter venues and participate in activities with VDS from 1 March 2022.

hard copy memo<sup>9</sup> 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 in the sample of the standard memo [here](#).

6. 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.
7. Malls, large standalone stores and establishments providing personal care services must verify the vaccination status of customers and have the right to deny entry for customers who do not meet the VDS requirements.
  - 7.1. The SafeEntry (Business) App can be used with both the TraceTogether App and Token for this purpose.
  - 7.2. The SafeEntry Gateway Box cannot be used for these checks.
  - 7.3. Please refer to <https://go.gov.sg/acceptabledocs> for the list of acceptable documents for eligibility checks.
8. Refer to [MOH's information sheet for more details of the requirements for VDS](#).

### Safe distancing and queue management

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

### Crowd management

12. Activities and events at public and common areas such as mall atriums, public transport nodes, HDB estates and common corridors are not allowed<sup>10</sup>.
13. 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

14. 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"> <li>• Malls</li> <li>• Standalone large retail stores &gt; 10,000 sqft</li> <li>• Personal care services e.g. hairdressers, barbers, spas, beauty and wellness</li> </ul>	TT-only SafeEntry via SafeEntry Gateway Business App <b>Or</b> SafeEntry Gateway Box plus manual checks for vaccination status

<sup>9</sup> 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.

<sup>10</sup> 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.

<ul style="list-style-type: none"> <li>• Supermarkets</li> <li>• Pet care and grooming services</li> </ul>	TT-only SafeEntry via <ul style="list-style-type: none"> <li>• SafeEntry Business App or</li> <li>• SafeEntry Gateway Box</li> </ul>
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15. Encourage SafeEntry check-out to facilitate contact tracing efforts<sup>11</sup>.
16. Refer to [www.safeentry.gov.sg](http://www.safeentry.gov.sg) for more details on SafeEntry Check-in.

### **Cleanliness and hygiene**

17. Establishments should maintain high standards of sanitation and personal hygiene. Refer to the [General Sanitation and Hygiene Advisory for Premises Owners and Operators](#) by the National Environment Agency (NEA).
18. Hand sanitisers should be made available at common touchpoints (e.g. entry/exit doors, cashiers).
19. 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.
20. 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.
21. 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).
22. Rooms, tools and workstations must be thoroughly disinfected before and after each service.
23. All clothing, towels and bedding must be changed after every use.

### **Ventilation and improving indoor air quality**

24. Refer to the [Guidance Note](#) on improving ventilation and indoor air quality in buildings issued by the Building and Construction Authority (BCA), NEA and Ministry of Health (MOH)<sup>12</sup>.

### **Workplace premises**<sup>13</sup>

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

<sup>11</sup> 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](http://go.gov.sg/gateway-overview) for latest details on when the free SEGW Check-out Boxes are available.

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

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

26. **Cross-deployment of workers across worksites**<sup>14</sup> is not allowed unless it is critical to the business.
- a. 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.
  - b. 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 Combined Test 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**

27. Workers who are not fully vaccinated cannot enter the workplace. Only 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.

### **Protocol on handling COVID-19 cases**

29. 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>.
30. For protocol on disinfection for premises visited by positive COVID-19 cases, refer to [NEA's advisory](#).
31. Refer to <https://www.qobusiness.gov.sg/covid-faqs/> for other frequently asked questions.

### **Events at retail and lifestyle-related establishments**

32. Work-related events can be held within the workplace premises or third-party venues<sup>15</sup>. Such events are not permitted at public and common areas such as mall atriums, public transport nodes, HDB estates and common corridors.
33. From 1 February 2022, all events, irrespective of event size and whether F&B is served, must implement VDS in order to proceed.
- 33.1. **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 portions<sup>16</sup>, and participants must be seated while

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<sup>14</sup> 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.

<sup>15</sup> Work-related events held in F&B establishments must comply with the SMM requirements for F&B establishments.

<sup>16</sup> Food served through staff-served food lines must also be served in individual portions.

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, 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.

33.2. **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 portions<sup>17</sup>, 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 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.
- 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.

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<sup>17</sup> Food served through staff-served food lines must also be served in individual portions.