

## Other Safe Management Measures (SMMs) for all F&B Establishments<sup>1</sup>

### Customer-facing operations/Front-of-house

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

1. The group size for dine-in remains capped at 5 persons, as long as they meet the requirements for VDS.
2. Groups of up to 5 persons are allowed to dine in at hawker centres and coffee shops<sup>2</sup> where full VDS checks have been implemented. Otherwise, dining-in at hawker centres and coffee shops without full VDS checks will remain at groups of up to 2 persons who are fully vaccinated. Strict enforcement action will be taken against coffeeshops that allow groups of up to 5 fully vaccinated persons to dine in without implementing the necessary checks as well as against individuals who breach this rule.

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

5. VDS continues to apply to all F&B establishments that provide dine-in services. Customers can only dine in if they meet any of the following criteria:
  - 5.1. Are fully vaccinated<sup>3</sup>;
  - 5.2. Have recovered from COVID-19<sup>4</sup>;
  - 5.3. Are unvaccinated children aged 12 years and below (i.e. born in or after 2010<sup>5</sup>). If there are 2 or more such children in the group, the children must be from the same household; or
  - 5.4. Are certified to be medically ineligible for all COVID-19 vaccines under the National Vaccination Programme.
    - 5.4.1. Medically ineligible individuals will need to show the 'vaccination exemption' status via the Trace-Together App/Token, HealthHub or present a hard copy memo<sup>6</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. F&B establishments (including those in malls) must verify the vaccination status of customers.
  - 6.1. The SafeEntry (Business) App can be used with both the TraceTogether App and Token for this purpose.

<sup>1</sup> To be implemented together with 'Updated SMMs at F&B establishments'.

<sup>2</sup> Coffee shops refer generally to F&B establishments with SFA coffee shop/ eating house/ canteen license that are not substantially enclosed by a permanent barrier.

<sup>3</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>4</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 the F&B establishment for dine in.

<sup>5</sup> Children born in 2009 will need to be fully vaccinated to enter venues and participate in activities with VDS **from 1 March 2022**.

<sup>6</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.

- 6.2. The SafeEntry Gateway Box cannot be used for VDS checks.
- 6.3. Please refer to <https://go.gov.sg/acceptabledocs> for the list of acceptable documents for eligibility checks.
7. F&B establishments have the right to deny entry for customers who do not meet the VDS requirements.
8. Refer to [MOH's information sheet for more details of the requirements for VDS.](#)

### **Sale and consumption of alcohol**

9. Sale and consumption of alcohol in all F&B establishments is prohibited after 2230hrs<sup>7</sup>. This includes consumption at any outdoor refreshment area and/or tables/chairs<sup>8</sup> owned or managed by such establishments. As a best practice, F&B operators should cease the sale of alcohol as a dine-in service by 2200hrs, and ensure that customers finish consuming their alcohol by 2230hrs.

### **Table and seating management**

10. At least one-metre distance must be maintained between dining groups. This is the distance between the backs of chairs, or the legs of chairs if there is no back, between different dining groups. There must be no intermingling between groups. Refer to <https://www.enterprisesg.gov.sg/covid-19/safe-distance> for the infographic on SMMs.
11. F&B establishments should not accept reservations or walk-ins, or allow in their premises social gatherings with more than 5 persons, even if they are split across multiple tables. Social gatherings or interactions involving more than 5 persons are not allowed. Exceptions can only be made if all members of the group are from the same household, i.e. have the same place of residence (families living in different places of residence are not from the same household). However, they will need to be seated in separate groups/tables, with no more than 5 persons per group/table, with at least one-metre spacing maintained between these groups. F&B establishments are required to verify customers' claims that they are from the same household, and can decline service at their discretion.
12. F&B establishments should ensure that customers do not sit or stand within 0.5 metres of the common boundary<sup>9</sup> between adjoining F&B premises unless there is a floor-to-ceiling, non-porous partition or wall separating the establishments.
13. Self-service buffet lines are not allowed<sup>10</sup>.

### **Contact tracing**

14. F&B establishments must implement SafeEntry via TraceTogether-only SafeEntry (TT-only SE) for dine-in customers and visitors<sup>11</sup>.

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<sup>7</sup> This includes consumption by all individuals (such as customers, staff and vendors) within the F&B establishment.

<sup>8</sup> The furniture should be kept/secured after close of business in such manner to prevent use.

<sup>9</sup> The common boundary can be demarcated by plants or other vegetation (potted or otherwise), a stanchion with a barrier rope or tape, a wire fence, a divider or furniture, or could refer to a common boundary (not demarcated in any way with any thing) in an outdoor dining space or a five-foot way or footpath.

<sup>10</sup> This also applies to catering companies, where they are not allowed to provide self-service buffet lines. Catering companies should also reference SMMs for MICE, Marriage Solemnisations and Wedding Receptions and work-related events where applicable.

<sup>11</sup> All enterprises must require their workers and vendors to do SafeEntry check-in via TT-only SE.

15. The SafeEntry (Business) App and the SafeEntry Gateway (SEGW) Box can be used with both the TraceTogether App and Token for this purpose. However, the SEGW Box cannot be used for VDS and manual checks will still need to be done should customers check-in using this method.
16. F&B establishments should encourage customers to check out using SafeEntry to facilitate contact tracing efforts<sup>12</sup>. Refer to [www.safeentry.gov.sg](http://www.safeentry.gov.sg) for more details on SafeEntry Check-in.

### **Queue management**

17. F&B establishments should:
  - 17.1. Demarcate queue lines for ordering and collection of food.
  - 17.2. Ensure at least one-metre distance between customers.
  - 17.3. Set aside a waiting area for customers and food delivery personnel to pick-up their orders.
  - 17.4. Implement contactless pick-up where possible.
  - 17.5. Implement pre-ordering and pre-payment solutions, or self-checkouts and contactless payment methods.
18. Refer to the [Advisory for Delivery Businesses](#) for guidelines on delivery requirements.

### **Noise levels**

19. Recorded music may be played in F&B establishments. Live music and entertainment<sup>13</sup> remain disallowed.
20. Emphatic toasting with F&B by workers and customers is disallowed.

### **Cleanliness and hygiene**

21. 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).
22. Common spaces and items, high-touch surfaces (e.g. counters, menus), interactive components (e.g. tablets, smart kiosks) as well as play areas must be cleaned and disinfected frequently.
23. Workers must clean or sanitise their hands before handling food orders.
24. Communal amenities for self-service (e.g. drink dispensers and condiment stations) must not be used<sup>14</sup>. Cutlery and condiments should be individually packed and sealed.

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<sup>12</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.

<sup>13</sup> Radio broadcasts, live performance, exhibition or display of gymnastics or acrobatics, lecture, talk or address, all forms of film/video/TV screenings, and the provision or allowance of other forms of public entertainment activities such as live music, dancing, variety acts and singing (by workers or customers, including birthday songs), amusement devices, darts, billiards, pool, snooker, karaoke, gambling and/or gaming instruments (e.g. dice, mahjong tiles, playing cards) in F&B premises are not permitted.

<sup>14</sup> F&B establishments are allowed to place condiments and cutleries at their stall counters, as long as these are within sight of and managed directly by their workers.

25. Hand sanitisers should be made available at common touchpoints (e.g. entry/exit doors, cashiers).
26. Self-serve food sampling is not allowed.

#### **Food lines served by workers<sup>15</sup>**

27. Food must be covered to minimise contamination risk.
28. Customers must not serve themselves.
29. Clean plates must be used for each visit to the food line.
30. Workers must use utensils to handle food at all times. If the use of suitable utensils is not feasible, workers must wear clean gloves to handle the food. Appropriate hand hygiene practices must be observed. Refer to [SFA's website](#) for more information on hand hygiene in food handling.
31. Customers should not talk to each other or interact while waiting in line.

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

32. Refer to the [Guidance Note](#) to improve ventilation and indoor air quality in buildings issued by the Building and Construction Authority (BCA), National Environment Agency (NEA) and Ministry of Health (MOH)<sup>16</sup>.

#### **Communication to customers**

33. Communicate the SMMs to customers clearly (e.g. through signages and deploying service personnel to explain them).

#### **Workplace premises<sup>17</sup>/Back-of-house/Kitchen**

34. All workers must adhere to measures as outlined in [MOM's Requirements for Safe Management Measures at the Workplace](#).
35. No worker should be deployed at more than one worksite as far as possible.
  - 35.1. 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.
  - 35.2. Workers at premises that have been asked to close by MOH must 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 off. They should monitor their health closely and visit a doctor immediately if unwell.

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<sup>15</sup> Food lines are not permitted at weddings and funerals. For wedding receptions, F&B must be served to seated customers. F&B is not permitted at funerals, with the exception of individual bento boxes for family members of the deceased who keep vigil for the duration of the funeral wake.

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

<sup>17</sup> Refers to back-of-house operations involving workers, including at offices, warehouses and manufacturing facilities.

## Workforce vaccination

35. Workers who are not fully vaccinated cannot enter the workplace. These would include all third-party vendors who visit the F&B establishment, including food delivery personnel. 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.
36. Refer to [MOM's Requirements for Safe Management Measures at the Workplace](#) for more details.

## Protocol on handling COVID-19 cases

37. 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>.
38. For protocol on disinfection for premises visited by positive COVID-19 cases, refer to [NEA's advisory](#).
39. Refer to <https://www.gobusiness.gov.sg/covid-faqs/> for other frequently asked questions.

## Events at F&B establishments

40. F&B establishments may serve as venues for marriage events<sup>18</sup> and/or work-related events and are required to comply with the SMMs for these events.
41. Work-related events can be held within the workplace premises or 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.
42. From 1 February 2022, all events, irrespective of event size and whether F&B is served, must implement VDS in order to proceed.
  - 42.1. **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>19</sup>, 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, 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 in 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.

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<sup>18</sup> Refer to the requirements at the [GoBusiness portal](#) for the SMMs on Marriage Solemnisations and Wedding Receptions.

<sup>19</sup> Food served through staff-served food lines must also be served in individual portions.

- Please refer to MOM's [Requirements for Safe Management Measures at the Workplace](#) for more information on additional measures required (e.g. zoning).
- 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.

42.2. **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 they are incidental to the event (e.g. product launch extends over lunchtime). F&B must be served in individual portions<sup>20</sup>, and participants must be seated while consuming the food and drinks. There should be no intermingling between the groups. Participants should put on their masks as soon as they have finished eating or drinking.
- Events organised by F&B 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 F&B premises now functions as a third-party venue) are subject to a cap of 50 persons (excluding the F&B 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>20</sup> Food served through staff-served food lines must also be served in individual portions.