

JOINT ADVISORY

MR No.: 018/22

Updated as of 28 March 2022

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

1. This joint advisory updates on the Safe Management Measures (SMMs) for Retail and Lifestyle-Related Services Establishments. The following updates will take effect from 29 March 2022.

Updates on Group Size for Dine-In and Social Gatherings

2. The group size for social gatherings will be increased from 5 persons to 10 persons for mask-off activities.

Updates on Capacity Limits

3. Shopping malls and large standalone¹ stores are allowed to have a capacity limit of up to 1,000 persons.
4. Only malls and standalone stores with Gross Floor Area (GFA) of more than 7,000 sqm are allowed to have more than 1,000 people. However, there will be a capacity limit of one person per 7 sqm of GFA.
5. Premises operators should spread crowds out as evenly as possible.

Updates on Mask Wearing

6. Mask-wearing will continue to be required for indoor settings when people leave their homes, but will be optional in outdoor settings². However, we encourage individuals to wear their masks even when outdoors for personal protection and to protect others, especially in crowded areas.

¹ These refer to standalone stores > 930 sqm (or 10,000 sqft) of GFA.

² Indoor places refer to inside buildings or enclosed places, and typically have clearly defined entrances/exits. They include office buildings, shopping malls, retail shops and public transport (i.e. when commuting in trains and buses), and hawker centres and coffee shops. Places which are sheltered but which are not enclosed at the sides and allow open access generally will be regarded as outdoor areas. For example, HDB void decks, rooftop gardens, walkways outside shopping malls, taxi stands and bus stops will be regarded as outdoor areas. Refer to [MOH's media release](#) for more details.

Updates on Contact Tracing

7. Supermarkets, pet care and grooming services, and veterinary clinics now no longer need to conduct SafeEntry checks, regardless of whether they are standalone stores or located in premises with SafeEntry checks (such as malls). However, for those located in malls, they need to do so if they operate outside the hours of these premises or have their own direct entrances separate from the mall entrance. Malls, standalone large retail stores and establishments providing personal care services need to continue with SafeEntry checks. See Annex for details.

Updates on Events

8. Activities and events can be held at public and common areas such as mall atriums, public transport nodes, HDB estates and common corridors, subject to capacity limits stated below and any further restrictions imposed by the premises owner.
9. Capacity limits for mask-on events are as follows:
 - 9.1. Events with $\leq 1,000$ persons will not be subjected to any capacity limit.
 - 9.2. Events with $> 1,000$ persons will be subjected to a capacity limit of 75%³.
10. For mask-off events, capacity limits will be determined by the size of the venue as long as individuals comply with the prevailing group size and safe distancing of at least one metre between groups.
 - 10.1. Outdoor mask-off events will be subject to the same SMMs as all other mask-off events. Event organisers are recommended to impose the wearing of masks at outdoor events due to the possible crowds at such events.
11. Vaccination-Differentiated SMMs (VDS) must be implemented for all events. This also applies to events held at retail and lifestyle-related services establishments, unless they are located within premises that already require VDS upon entry.

Other Safe Management Measures

12. In addition to the above, Retail establishments and Lifestyle-Related Services must adhere to prevailing SMMs in the Annex.
13. Firm action will be taken against any breaches under relevant laws. For instance, 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. Subsequent offences may face a fine of up to S\$20,000, imprisonment of up to twelve months, or both. Businesses that do not comply with the government's requirements on SMMs may also be ineligible for government grants, loans, tax rebates and other assistance, and may also be subject to temporary closures.

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Enterprise Singapore
Housing & Development Board
Singapore Food Agency
Singapore Tourism Board
Urban Redevelopment Authority

³ For example, for a 1,200 pax event, the event would need to be held at a venue which accommodates 1,600 pax, or the event size would have to be capped at 1,000 pax. Events where one-metre safe distancing and group size limits apply will not be subject to the 75% capacity limit, as these SMMs already ensure spreading out of attendees.

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

Occupancy/Capacity limits

1. Capacity limits at large commercial Family Entertainment Centres will be capped at 75% or 1,000 persons, whichever is higher. Those with less than 1,000 persons may operate at full capacity.

Vaccination-Differentiated Safe Management Measures

2. All malls, large standalone stores and establishments providing personal care services⁵ are required to conduct Vaccination-Differentiated SMMs (VDS) checks. However, retail and lifestyle-related establishments and those providing personal care services located within premises (such as shopping malls) that already require VDS upon entry, no longer need to conduct their own VDS checks. They will still need to conduct VDS checks if they operate outside the hours of the premises or have their own direct entrances separate from the mall entrance.
3. 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.
 - 3.1. The SafeEntry (Business) App can be used with both the TraceTogether App and Token for this purpose.
 - 3.2. The SafeEntry Gateway Box cannot be used for these checks.
 - 3.3. Please refer to <https://go.gov.sg/acceptable docs> for the list of acceptable documents for eligibility checks.
4. Persons are allowed entry if they meet any of the following criteria:
 - 4.1. Are fully vaccinated⁶; or
 - 4.2. Have recovered from COVID-19⁷;
 - 4.3. Are unvaccinated children aged 12 years and below (i.e. born in or after 2010).
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;

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

⁵ These refer to personal care services that require the removal of face masks, such as facial treatments, make-up services and saunas.

⁶ This means they must have received the appropriate regimen of World Health Organisation Emergency Use Listing (WHO EUL) vaccines. Those aged 12 and above who have completed the primary vaccination series would require a booster dose to maintain the vaccination status. For more information, refer to [MOH's information sheet on the requirements for VDS](#).

⁷ 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.

- 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 hard copy memo⁸ 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. Unvaccinated individuals are no longer able to take a negative Pre-Event Test (PET) to enter VDS settings such as shopping malls and establishments providing personal care services.
7. Refer to [MOH's information sheet for more details of the requirements for VDS](#).

Safe distancing, queue and crowd management

8. In mask-on settings (such as queues and waiting areas), safe distancing is encouraged but **not required between individuals or groups**.
9. Safe distancing of at least one metre will **continue to be required for mask-off settings**, including outdoor settings.
10. Premises operators should spread crowds out as evenly as possible. They should also ensure that crowds do not gather at atriums and common spaces, and discourage the consumption of food and drinks at these areas where possible.

Contact tracing

11. The following retail establishments must ensure that all customers⁹ conduct SafeEntry check-in to the premises:

Types of retail establishments	Requirements for contact tracing
- Malls - Standalone large retail stores > 930 sqm (or 10,000 sqft) - Personal care services (e.g. hairdressers, barbers, spas, beauty and wellness) (para 12 below applies)	TT-only SafeEntry via SafeEntry Gateway Business App Or SafeEntry Gateway Box

12. Establishments located within premises (such as malls) that already require SafeEntry upon entry, need not conduct SafeEntry. However, they will need to do so if they operate outside the hours of the premises or have their own direct entrances separate from the mall entrance.
13. Encourage SafeEntry check-out to facilitate contact tracing efforts¹⁰.
14. Refer to www.safeentry.gov.sg for more details on SafeEntry Check-in.

⁸ 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.

⁹ All enterprises must require their workers and vendors to do SafeEntry check-in via TraceTogether-only SafeEntry.

¹⁰ 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 details.

Cleanliness and hygiene

15. 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).
16. Hand sanitisers should be made available at common touchpoints (e.g. entry/exit doors, cashiers).
17. 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) should be frequently cleaned and disinfected.
18. Product testing, e.g. perfume testers, make-up testers, are allowed. However, masks should be worn at all times. If masks need to be removed for such testing, participants must put on their masks as soon as they have finished testing the product.
19. 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).
20. Rooms, tools and workstations should be thoroughly disinfected before and after each service.
21. All clothing, towels and bedding should be changed after every use.

Ventilation and improving indoor air quality

22. 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)¹¹.

Communication to customers

23. Communicate the SMMs to customers clearly (e.g. through signages and deployment of service personnel to explain them).

Workplace premises¹²

24. There is no restriction on cross-deployment of workers across workplaces, although employers may continue to do so for business continuity reasons.
25. Adhere to measures in [MOM's Requirements for Safe Management Measures at the Workplace](#).

¹¹ This Guidance Note provides building owners and facilities managers with updated recommended measures to enhance ventilation and air quality in indoor spaces.

¹² Refers to the retail establishments' back-of-house operations involving workers, including at offices, warehouses and manufacturing facilities.

Workforce vaccination

26. 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.
27. Refer to [MOM's Requirements for Safe Management Measures at the Workplace](#) for more details.

Protocol on handling COVID-19 cases

28. 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>.
29. Refer to <https://www.gobusiness.gov.sg/covid-19-faqs/> for other frequently asked questions.

Events at retail and lifestyle-related venues and establishments

30. Work-related events can be held within the workplace premises or third-party venues¹³.
31. Events that are organised in common spaces which do not already conduct checks on capacity limits and VDS, especially in large, open venues, are required to set boundaries as determined by the premises operators to conduct such checks and adhere to other SMMs. Venue owners and event organisers are responsible for ensuring that SMMs are adhered to for their events.
32. Live performances, including busking and those held in outdoor settings, will be allowed to resume without venue restrictions.
33. On-site F&B preparation and food tasting will be allowed. Participants should put on their masks as soon as they have completed the food tasting.
34. If the F&B is served or consumed, e.g. food fair, **there must be a demarcated dine-in area**. The F&B SMMs below must be implemented in this demarcated area.
 - 34.1. F&B must be served in individual portions¹⁴ and consumed in groups of up to 10 persons with safe distancing between groups. Participants should put on their masks as soon as they have finished eating or drinking. Participants should also continue to exercise prudence and restraint, and limit their interactions to the same group they are seated with.
 - 34.2. Such events are subject to the venue size and safe distancing requirements of at least one metre between groups of up to 10 persons.
 - 34.3. Please refer to [MOM's Requirements for Safe Management Measures at the Workplace](#) for more information on additional measures required.

¹³ Work-related events held in F&B establishments must comply with the SMM requirements for F&B establishments.

¹⁴ Food served through staff-served food lines must also be served in individual portions. Self-service buffet lines are not allowed.