

Advisory for Phase 3 Re-opening of Food & Beverage Establishments

Published: 26 April 2021

Who Should Know:

Mall developers, building owners, food & beverage business owners

Effective Date:

12 April 2021

1. The Multi-Ministry Taskforce (MTF) announced on 14 December that Phase 3 of re-opening will commence on 28 December 2020, where more activities in the community will resume.
2. To provide a safe environment for customers and workers, food and beverage (F&B) establishments currently in operation must implement [Safe Management Measures \(SMMs\)](#), as required by the Ministry of Manpower (MOM) and comply with the COVID-19 (Temporary Measures) (Control Order) Regulations.
3. In addition, F&B establishments are required to comply with the measures set out by Enterprise Singapore (ESG), Housing & Development Board (HDB), Singapore Food Agency (SFA), Singapore Tourism Board (STB) and Urban Redevelopment Authority (URA) in this document. The information in this document supersedes that in previous advisories or statements.

Phase 3 updates for F&B establishments

4. F&B establishments are to note the following:
 - a. With effect from 28 December 2020, social gatherings are allowed to comprise up to 8 persons, an increase from 5

persons. F&B establishments are correspondingly permitted to seat dining groups of up to 8 persons.

- b. F&B establishments must implement SafeEntry¹ for customers and visitors. Those that only provide takeaway and/or delivery, with no dine-in services, are not required to deploy SafeEntry check-in for customers and visitors². From 1 June 2021, TraceTogether-only SafeEntry will be introduced at F&B establishments. To prepare for this, F&B establishments should accept TraceTogether Tokens as a mode of SafeEntry check-in (see paragraph 6d for details).
- c. With effect from 12 April 2021, food lines where diners can queue and be served by F&B staff, are allowed in F&B establishments and permitted event settings (work-related events and MICE events)³, with strict adherence to additional SMMs (see paragraph 6g for details).

Resumption of food service operations

- 5. F&B establishments can provide dine-in services, with the exception of establishments with Pubs, Bars, Nightclubs, Discos and Karaoke SFA license categories or SSIC codes starting with 5613.
 - a. Sale and consumption of alcohol in all F&B establishments are prohibited after 2230hrs daily⁴. This includes consumption at any outdoor refreshment area and/or tables/chairs⁵ owned or managed by such establishment. As a best practice, by around 2200hrs, F&B operators should cease the sale of alcohol as a dine-in service and remind customers to consume their alcohol by 2230hrs.
 - b. F&B establishments may provide their venue for wedding receptions and solemnisations, as well as work-related events by third parties; they are required to comply with the SMMs for these events⁶. Whilst F&B establishments may host wedding solemnisations, F&B must not be served at solemnisations. Any meal following the solemnisation involving more than 8 persons will be considered a reception.

F&B establishments are reminded that a wedding couple is only allowed to hold one reception.

Work-related events

c. Business-focused work-related events (both non customer-facing and customer-facing⁷) can be held within the workplace premise and third-party venues. Existing guidelines on the respective event venues will apply.

i. Non customer-facing events:

- Events held in F&B establishments are subject to a cap of 50 persons or a lower number, depending on venue capacity and safe distancing requirements.
- At least one-metre spacing between individuals must be maintained at all times.
- Meals should not be the main feature. Employers should also avoid holding events over mealtimes as far as possible. Food or drinks should only be served if incidental to the workplace event (e.g. the meeting or conference extends over lunchtime). In addition, the food must be served in individual portions⁸, and participants must be seated while consuming. Participants should minimise the time that they are unmasked while eating and drinking.
- Prevailing SMMs as indicated in MOM's Requirements for Safe Management Measures at the workplace⁹ continue to apply.

ii. Customer-facing events:

- Events organised by F&B establishments within their own F&B 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 at F&B establishments (where the F&B premises now function 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.
 - Meals should not be the main feature. Event organisers should also avoid holding events over mealtimes as far as possible. Food or drinks should only be served if incidental to the workplace event (e.g. the meeting or conference extends over lunchtime). In addition, the food must be served in individual portions¹⁰, and participants must be seated while consuming. Participants should minimise the time that they are unmasked while eating and drinking.
 - Each group must be limited to 8 or fewer persons, with at least one-metre spacing between groups.
 - Food fairs are not permitted.
- iii. Such events are still not permitted at public and common areas such as mall atriums, public transport nodes, HDB estates and common corridors.
- iv. Events organised by F&B establishments within their own premises and by external organisations at F&B establishments, are only allowed for work-related reasons. Those that are social or recreational in nature (e.g. Dinner & Dance) and exceeding the prevailing gathering size limit of 8 persons are not allowed.

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

6. The following measures apply to all customer-facing operations of F&B establishments:

a. Queue management

- i. F&B establishments are to clearly demarcate queue lines and must ensure at least one-metre spacing between customers at areas such as entrances and cashier counters (e.g. through floor markers). One-metre spacing must also be maintained between queues and seated customers.

b. Table and seating management

- i. Each group must be limited to 8 or fewer persons, with at least one-metre spacing between groups¹¹. Except for solemnisations, wedding receptions and work-related events, F&B establishments should not accept reservations or walk-ins, or allow in its premises gatherings with more than 8 persons, even if they are split across multiple tables¹². There should be no mixing or intermingling between groups.
- ii. Where tables/seats are fixed, tables/seats should be marked out to accommodate groups of no more than 8 persons, while ensuring at least one-metre spacing between groups.
- iii. Self-service buffet lines are not allowed¹³. Food lines where food is served by F&B staff are allowed with the necessary measures in place (see paragraph 6g).

c. Crowd management

- i. Radio broadcasts, all forms of television, film and video screenings¹⁴ and the provision or allowance of other forms of public entertainment activities such as live music, dancing and singing (by employees or customers), amusement devices, darts, billiards, pool,

snooker, karaoke, gambling and/or gaming instruments (e.g. die, mahjong tiles, playing cards)¹⁵ in the F&B premises are not permitted. F&B operators should undertake measures to make clear to customers, for instance, that performing songs, including birthday songs, is not permitted. Operators that allow customers to perform risk enforcement action.

- ii. Recorded music, speech and sounds may be played, but only as soft background music¹⁶. This must not be louder than 60 decibels. As a gauge, this would be the sound level for a regular conversation.
- iii. Emphatic toasting with food or drinks is disallowed, by both employees and customers. Operators should also ensure that their employees refrain from conduct that could encourage customers to make emphatic verbal toasts, as the latter would put operators at risk of enforcement action.
- iv. Operators of common play areas for children/toddlers/infants in F&B establishments¹⁷ must ensure at least one-metre spacing between groups of customers.

d. **Contact tracing**

- i. F&B establishments must implement SafeEntry for customers and visitors, with the exception of those that only provide takeaway and/or delivery, with no dine-in services¹⁸.
- ii. SafeEntry check-in can be done by:
 - scanning of the SafeEntry QR code using a QR code scanner on a smartphone;
 - using the Singpass App;
 - using the TraceTogether App;
 - presenting the TraceTogether Token QR code or ID card to the camera/2D scanner linked to SafeEntry (Business) App for scanning; or

- bringing the TraceTogether Token or App close to a SafeEntry Gateway (SEGW)¹⁹.
- iii. From 1 June 2021, when TraceTogether-only SafeEntry is implemented at F&B establishments²⁰, SafeEntry check-in can only be done by:
- scanning the SafeEntry QR code using the TraceTogether App;
 - presenting the TraceTogether Token QR code to the camera/2D scanner linked to SafeEntry (Business) App for scanning; or
 - bringing the TraceTogether Token or App close to a SEGW.
- iv. SEGW is available as a feature within the SafeEntry (Business) App and as a physical standalone device (SEGW Box). While SEGW is not a requirement, all dine-in F&B establishments are strongly advised to apply for a free SEGW Box per venue so as to improve the check-in experience for customers and visitors. F&B establishments are encouraged to apply early as the number of SEGW Boxes available is limited²¹.
- v. **To prepare for the implementation of TraceTogether-only SafeEntry, F&B establishments should already accept TraceTogether Tokens as a mode of SafeEntry check-in²².** Businesses that accept ID cards for check-in will be able to accept Token for check-in if they are already using (i) a smartphone loaded with the SafeEntry (Business) App setup, (ii) a laptop and scanner setup if the scanner can scan barcode and QR code, or (iii) a SEGW App or SEGW Box.
- vi. For avoidance of doubt, TraceTogether Token check-in and SEGW both refer to the mode of check-in, while TraceTogether-only SafeEntry refers to the overall programme which will permit only TraceTogether modes of check-in (i.e. TraceTogether App or Token) as described in para 6diii.

e. Health checks

- i. F&B establishments must conduct temperature screening²³ and checks on visible symptoms²⁴ for customers at entrances, and advise those with fever and/or who appear unwell to visit a doctor before turning them away. Those that only provide takeaway and/or delivery are not required to do so.

f. Cleanliness and hygiene

- i. F&B establishments must ensure that all employees, customers, delivery personnel and other onsite personnel put on their masks properly at all times, except when eating and drinking. F&B establishments must also ensure that on-site diners do so before food is served and immediately after their meals, as well as when diners move around the establishment.
- ii. F&B establishments must ensure that common spaces and items, high-touch surfaces (e.g. counters, menus), interactive components (e.g. tablets, smart kiosks), as well as play areas for children/toddlers/infants are frequently cleaned/disinfected.
- iii. Communal amenities for self-service (e.g. drink dispensers and condiment stations) must not be used²⁵.
- iv. Self-service food samples must not be provided.

g. Food lines served by staff

- i. F&B establishments must cover food at the food lines with shields or other forms of barriers to minimise exposure and mitigate food contamination risk.
- ii. Staff must pick the food for customers, and ensure that customers do not have contact with the food line.
- iii. Staff must not handle food with bare hands. They must use a clean fork, tongs, scoop or other suitable utensil²⁶.
- iv. Staff must ensure that customers queuing for food have their masks on at all times.

- v. These would be on top of the existing additional SMMs that are mandated at work-related events (see para 5c) and MICE events. For instance, each food line must not be used to serve participants from different zones at the same time. Separate food lines must be set up for each zone, where practicable. Please refer to the Safe Business Events Framework for details.
7. F&B establishments should put up clear signages to remind customers to comply with safe distancing requirements where applicable, and train and deploy service personnel to provide clear communication to customers on safe distancing measures.
 8. Refer to [Annex A](#) [PDF, 24KB] for other recommended guidelines.

Safe Management Measures – Workplace Premises²⁷/Back of House/Kitchen

9. To ensure COVID-safe workplaces, F&B establishments should take care of their workers, workplaces and those who may become unwell at their workplaces, as outlined in [MOM's Requirements for Safe Management Measures at the workplace](#).
10. For non-customer-facing work-related events, food and drinks should preferably not be served or consumed. If deemed necessary for food and drinks to be provided, attendees must be seated one metre apart, served individually, and should minimise contact with one another while unmasked. Prevailing SMMs as indicated in MOM's Requirements for Safe Management Measures at the workplace²⁸ continue to apply.

Enforcement of measures

11. Government agencies will be conducting inspections to check on the proper implementation of the SMMs. **Under the COVID-19 (Temporary Measures) Act passed in Parliament on 7 April 2020, 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.**

12. Businesses that do not implement or comply with the government's requirements on SMMs may be ineligible for government grants, loans, tax rebates and other assistance, and may also be subject to temporary closures.

[Annex B](#) [PDF, 65KB]: Checklist of Safe Management Measures (customer-facing operations)

Thank You.

ENTERPRISE SINGAPORE
HOUSING & DEVELOPMENT BOARD
SINGAPORE FOOD AGENCY
SINGAPORE TOURISM BOARD
URBAN REDEVELOPMENT AUTHORITY

Updated as of 23 April 2021

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1 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/>

2 However, all F&B establishments must require their staff to do SafeEntry check-in.

3 Food lines are not permitted at weddings and funerals. For weddings, F&B must continue to be served to seated customers. For funerals, F&B should not be consumed, with the exception of individually packed drinks and tidbits, and individual bento boxes for family members of the deceased who keep vigil for the duration of the funeral wake.

4 This includes consumption by all individuals (such as customers, staff and vendors) within the F&B establishment.

5 The furniture should be kept/secured after close of business in such manner to prevent use.

6 Refer to the advisory at the [GoBusiness portal](#) for the SMMs on Marriage Solemnisations and Wedding Receptions.

7 Non customer-facing events include conferences, seminars, corporate retreats, etc, while customer-facing events include product launches, F&B establishment openings, marketing/branding events, workshops etc. All social and recreational gatherings (e.g. farewell lunch, team bonding activity) within or outside the workplace must adhere to the prevailing gathering size limit of 8 persons. Gatherings involving more than a single group of 8 are not allowed.

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

9 Refer to [MOM's Requirements for Safe Management Measures at the Workplace](#).

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

11 F&B establishments may use the bar counters to seat and serve meals to dine-in customers, but must ensure there is at least one-metre spacing between groups of customers.

12 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 at multiple tables, with no

more than 8 persons per table, and with at least one-metre spacing maintained between these groups. Establishments are required to verify customers' claims that they are from the same household, and can reject entry of customers at their discretion.

13 This also applies to catering companies providing meals on other premises. Catering companies should also take reference from the allowable settings for food consumption, i.e. MICE, weddings and work-related events.

14 Except for advisory videos related to safe management measures. Static images and a carousel of static images on a digital screen (e.g. of menus and promotional items) without sound are not considered to be TV/video screenings.

15 The list of gaming instruments is as stated in the Common Gaming House (Instruments and Appliances for Gaming) Rules.

16 If there is an employee assisting with playing the recorded music, there must be no live interaction with customers or the use of microphones and turntables for the mixing of music. He/she should, for instance, not be positioned on an elevated platform or in a dedicated booth for the purpose of performance, or which could resemble a performance.

17 These play areas refer to the facilities provided free-of-charge in the establishments.

18 However, all F&B establishments must require their staff to do SafeEntry check-in.

19 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. The SEGW App is available as a feature on SafeEntry (Business) App (updated to version 1.1.0 and above). Refer to <https://go.gov.sg/gateway-overview> to find out how to implement the SEGW.

20 All F&B establishments must require their staff to do SafeEntry check-in using TraceTogether-only SafeEntry when this is implemented from 1 June 2021.

21 Refer to https://www.safeentry.gov.sg/downloads/se_gateway_device_request_guide.pdf for details on how to apply for a SEGW Box.

22 TraceTogether Token check-in is done by premises scanning the QR codes on the TraceTogether Tokens of customers, vendors and visitors. Refer to <https://go.gov.sg/token-scanning> to find out how to implement Token check-in mode.

23 Individuals with temperatures above 38 degrees Celsius are considered to be having a fever. F&B establishments with seated diners in malls need not conduct temperature

screening and checks on visible symptoms for customers if the mall is already doing so. They should however do so, if they operate outside the mall hours.

24 Notable visible symptoms to look out for include: (a) coughing; (b) sneezing; (c) breathlessness; and (d) a runny nose.

25 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 the employees.

26 If the use of suitable utensils is not feasible, staff must wear clean gloves to handle the food. Appropriate hand hygiene practices must be observed; for more information on hand hygiene in food handling, please refer to <https://www.sfa.gov.sg/food-information/risk-at-a-glance/hand-hygiene-in-food-handling>

27 Refers to the F&B establishments' back-of-house operations involving employees, including at offices, warehouses and manufacturing facilities.

28 Refer to [MOM's Requirements for Safe Management Measures at the Workplace](#).