

Other Safe Management Measures (SMMs) for all F&B Establishments³

Customer-facing operations/Front-of-house

Vaccination-Differentiated Safe Management Measures (VDS)

1. 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:
 - 1.1. Are fully vaccinated⁴;
 - 1.2. Have recovered from COVID-19;
 - 1.3. Have a valid negative PET result for the duration of his/her dine-in⁵; or
 - 1.4. If there are 2 or more children aged 12 years and below (i.e. born in or after 2009) in the group, the children must be from the same household.

2. From 1 December 2021, concessions will be made for those who are medically ineligible for all COVID-19 vaccines under the National Vaccination Programme. They will need to present a hard copy memo⁶ 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 [here](#).

3. F&B establishments (including those in malls) must verify the vaccination status of customers.
 - 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 VDS checks.
 - 3.3. Please refer to [this](#) for the VDS requirements and list of acceptable documents for eligibility checks.

4. F&B establishments have the right to deny entry for customers who do not meet the VDS requirements.

Sale and consumption of alcohol

5. Sale and consumption of alcohol in all F&B establishments is prohibited after 2230hrs⁷. This includes consumption at any outdoor refreshment area and/or tables/chairs⁸ 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.

³ To be implemented together with 'Updated SMMs at F&B establishments'.

⁴ 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](#).

⁵ Unvaccinated individuals aged 13 or above must have a valid negative ART or PCR result from an MOH-approved COVID-19 test provider within the last 24 hours. Refer to <https://go.gov.sg/swabproviders> for the list of MOH-approved COVID-19 test providers. Self-administered ART supervised by employer and self-administered ART results are not recognised for VDS.

⁶ To be certified as medically ineligible, individuals may, from 15 November 2021, visit a doctor familiar with their medical condition, or alternatively, any clinic or hospital to obtain a hardcopy doctor-certified memo.

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

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

Table and seating management

6. 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.
7. 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.
8. Ensure that customers do not sit or stand within 0.5 metres of the common boundary⁹ between adjoining F&B premises unless there is a floor-to-ceiling, non-porous partition or wall separating the establishments.
9. Self-service buffet lines are not allowed¹⁰.

Contact tracing

10. F&B establishments must implement SafeEntry via TraceTogether-only SafeEntry (TT-only SE) for dine-in customers and visitors¹¹.
11. 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.
12. F&B establishments should encourage customers to check out using SafeEntry to facilitate contact tracing efforts¹². Refer to www.safeentry.gov.sg for more details on SafeEntry Check-in.

Queue management

13. F&B establishments should:
 - 13.1. Demarcate queue lines for ordering and collection of food.
 - 13.2. Ensure at least one-metre distance between customers.
 - 13.3. Set aside a waiting area for customers and food delivery personnel to pick-up their orders.

⁹ 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.

¹⁰ 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.

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

¹² 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.

- 13.4. Implement contactless pick-up where possible.
- 13.5. Implement pre-ordering and pre-payment solutions, or self-checkouts and contactless payment methods.

14. Refer to the [Advisory for Delivery Businesses](#) for guidelines on delivery requirements.

Easing of Music Restrictions

- 15. Recorded music may be played in F&B establishments. Live music and entertainment¹³ remain disallowed. Emphatic toasting with food or drinks by workers and customers is also disallowed.

Cleanliness and hygiene

- 16. Workers¹⁴ (including food delivery personnel) and customers must be masked at all times.
- 17. 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.
- 18. Workers must clean or sanitise their hands before handling food orders.
- 19. Communal amenities for self-service (e.g. drink dispensers and condiment stations) must not be used¹⁵. Cutlery and condiments should be individually packed and sealed.
- 20. Hand sanitisers should be made available at common touchpoints (e.g. entry/exit doors, cashiers).
- 21. Self-serve food sampling is not allowed.

Food lines served by workers¹⁶

- 22. Food must be covered to minimise contamination risk.
- 23. Customers must not serve themselves.
- 24. Clean plates must be used for each visit to the food line.
- 25. 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.

¹³ 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.

¹⁴ 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.

¹⁵ 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.

¹⁶ 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.

26. Customers should not talk to each other or interact while waiting in line.
27. These SMMs are additional to the SMMs for work-related and MICE events. Please refer to the [Safe Business Events Framework](#) for details.

Ventilation and improving indoor air quality

28. 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)¹⁷.

Communication to customers

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

Workplace premises¹⁸/Back-of-house/Kitchen

30. All workers must adhere to measures as outlined in [MOM's Requirements for Safe Management Measures at the Workplace](#).
31. No worker should be deployed at more than one worksite as far as possible.
 - 31.1. 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.
 - 31.2. 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 Regional Screening Centre, "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.

Workforce vaccination

32. From 1 January 2022, only vaccinated workers or those who have recovered from COVID-19 within the last 270 days can return to the workplace. This includes workers who are partially vaccinated (i.e. at least 1 dose of vaccine).
33. Unvaccinated workers are not allowed to return to the workplace unless they have a valid negative Pre-Event Test at an MOH-approved COVID-19 test provider.

COVID-19 testing

34. All workers¹⁹ at F&B establishments that provide dine-in services, as well as all last-mile food delivery personnel are to be tested once every 7 days (under Fast and Easy Test Rostered Routine Testing, or FET RRT), regardless of vaccination status²⁰. More details are available at <https://enterprisesg.gov.sg/sector-testing>.

¹⁷ This Guidance Note provides building owners and facilities managers with updated recommended measures to enhance ventilation and air quality in indoor spaces.

¹⁸ Refers to back-of-house operations involving workers, including at offices, warehouses and manufacturing facilities.

¹⁹ 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.

²⁰ SFA has sent out notices to relevant F&B licensees required to conduct Fast and Easy Test Rostered Routine Testing (FET RRT) for their Workers. Only individuals who have recovered from a COVID-19 infection in the past 270 days or if the infection was more than 270 days, are fully vaccinated, can be exempted from the testing regime.

35. Currently, unvaccinated individuals working in settings with mandatory FET RRT have to undergo testing twice a week under the “Vaccinate or Regular Test” (VoRT) regime. With the implementation of Workforce Vaccination Measures with effect from 1 January 2022, the VoRT regime will be phased out at the same time.

Protocol on handling COVID-19 cases

36. 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>.
37. For protocol on disinfection for premises visited by positive COVID-19 cases, refer to [NEA's advisory](#).
38. Refer to <https://www.gobusiness.gov.sg/covid-faqs/> for other frequently asked questions.

Events at F&B establishments

39. F&B establishments may serve as venues for marriage events²¹ and/or work-related events by third parties and are required to comply with the SMMs for these events.
40. Work-related events (both non customer-facing and customer-facing) can be held within the workplace premises or third-party venues. Such events are however not permitted at public and common areas such as mall atriums, public transport nodes, HDB estates and common corridors. **Prevailing guidelines for the respective event venues will apply.**

40.1. 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. Food or drinks should only be served if they are incidental to the event (e.g. the meeting or conference extends over lunchtime). In addition, the food must be served in individual portions²², and participants must be seated while consuming the food and drinks. Participants should put on their masks as soon as they have finished eating or drinking.
- If a F&B establishment organises an event in its premises that involves any participant who is not a worker of, or who does not regularly deliver goods or services to the F&B establishment, should meals be provided, then every participant must meet VDS requirements.
- If the F&B establishment is a venue for an event organised by a third party, should meals be provided, then every participant must meet VDS requirements.
- Such events are subject to a cap of 50 persons or less, depending on venue capacity and subject to safe distancing requirements of at least one-metre spacing between individuals.

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

- Meals should not be the main feature. Event organisers should avoid holding events over mealtimes. Food or drinks should only be served if incidental to the work-related event (e.g. product launch extends over lunchtime).
- Food and drinks must be served in individual portions²³ and participants must be seated while consuming the food and drinks. There should be no

²¹ Refer to the requirements at the [GoBusiness portal](#) for the SMMs on Marriage Solemnisations and Wedding Receptions.

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

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intermingling between the groups. Participants should minimise the time that they are unmasked while eating and drinking.

- If meals are provided, then every participant must meet VDS requirements.
- Such 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 premise now functions as a third-party venue) are subject to a cap of 50 persons (excluding the F&B establishment's service workers) or less, depending on venue capacity and subject to 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.