

Other Safe Management Measures (SMMs) for all Retail Establishments⁴ 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. Shopping malls and large standalone⁵ stores are allowed to have a capacity limit of up to 1,000 persons. Only malls and standalone stores with Gross Floor Area (GFA) of more than 10,000 sqm are allowed to have capacities of more than 1,000 people. For capacities above 1,000 persons to be allowed, malls and standalone stores need to maintain a capacity limit of one person per 10 sqm of GFA⁶. Premises operators should also spread crowds out as evenly as possible.
3. Commercial Family Entertainment Centres may operate at 100% capacity if the maximum operating capacity is 1,000 persons or less. If the maximum operating capacity is above 1,000 persons, they must reduce operating capacity to 50% or 1,000 persons, whichever is higher.

Vaccination-Differentiated Safe Management Measures

4. Malls and large standalone stores⁷ must implement VDS for entry, where persons are allowed entry under the following conditions:
 - 4.1. Are fully vaccinated⁸; or
 - 4.2. Have recovered from COVID-19⁹;
 - 4.3. Are unvaccinated children aged 12 years and below (i.e. born in or after 2010). From 15 March 2022, children need not be from the same household to be included within a group for VDS activities.
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 standalone stores > 930 sqm (or 10,000 sqft) of GFA.

⁶ Only malls and standalone stores with GFA of more than 10,000 sqm are allowed to have capacities of more than 1,000 people.

⁷ Tenants within the malls do not need to conduct VDS checks if they operate outside the mall hours, unless otherwise mandated to do so.

⁸ 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](#).

⁹ 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 memo¹⁰ 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. VDS requirements also apply to establishments providing personal care services that require the removal of face masks, such as facial treatments, make-up services and saunas, **unless these establishments are located within premises, such as shopping malls, which already require VDS upon entry**. However, they will still need to do so if they operate outside the hours of the premises or have their own direct entrances separate from the mall entrance.
8. 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.
 - 8.1. The SafeEntry (Business) App can be used with both the TraceTogether App and Token for this purpose.
 - 8.2. The SafeEntry Gateway Box cannot be used for these checks.
 - 8.3. Please refer to <https://go.gov.sg/acceptabledocs> for the list of acceptable documents for eligibility checks.
9. Retail and lifestyle-related establishments within premises, such as shopping malls, which already require VDS upon entry, no longer need to conduct their own VDS checks. However, 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.
10. Refer to [MOH's information sheet for more details of the requirements for VDS](#).

Safe distancing, queue and crowd management

11. In mask-on settings, safe distancing is encouraged but **not required between individuals or groups**.
12. Safe distancing of at least one metre will **continue to be required for all mask-off settings**.
13. 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

14. The following retail establishments must ensure that all customers and workers check-in to the premises:

¹⁰ 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.

Types of retail establishments	Requirements for contact tracing
<ul style="list-style-type: none"> • Malls • Standalone large retail stores > 930 sqm (or 10,000 sqft) • Personal care services (e.g. hairdressers, barbers, spas, beauty and wellness)* 	TT-only SafeEntry via SafeEntry Gateway Business App Or SafeEntry Gateway Box plus manual checks for vaccination status
<ul style="list-style-type: none"> • Supermarkets* • Pet care and grooming services, veterinary clinics* 	TT-only SafeEntry via <ul style="list-style-type: none"> • SafeEntry Business App or • SafeEntry Gateway Box

** These establishments need not conduct SafeEntry/VDS if they are located within premises, such as shopping malls, which already require SafeEntry/VDS upon entry. However, they will still need to do so if they operate outside the hours of the premises or have their own direct entrances separate from the mall entrance.*

15. Encourage SafeEntry check-out to facilitate contact tracing efforts¹¹.
16. Refer to 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. 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.
20. 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.
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 should be thoroughly disinfected before and after each service.
23. All clothing, towels and bedding should be changed after every use.

¹¹ 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 on when the free SEGW Check-out Boxes are available.

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)¹².

Communication to customers

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

Workplace premises¹³

26. **From 15 March 2022, the restriction on cross-deployment of workers across workplaces will be lifted**, although employers may continue to do so for business continuity reasons.
27. Adhere to measures in [MOM's Requirements for Safe Management Measures at the Workplace](#).

Workforce vaccination

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

Protocol on handling COVID-19 cases

30. 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>.
31. Refer to <https://www.gobusiness.gov.sg/covid-fags/> for other frequently asked questions.

Events at retail and lifestyle-related venues and establishments

32. Work-related events can be held within the workplace premises or third-party venues¹⁴. From 15 March 2022, mask-on 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 any further restrictions imposed by the premises owner.
33. For events to be organised in common spaces, setting of boundaries may be required so as to comply with VDS, SMMs and capacity limit requirements, especially if it is in an

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

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

¹⁴ Work-related events held in F&B establishments must comply with the SMM requirements for F&B establishments.

open venue. In such cases, the venue owner and event organiser must adhere to the requirements.

34. VDS must be implemented at all events, irrespective of event size and whether food is served, unless they are located within premises that already require VDS upon entry.
35. Meals should not be the main feature of events. Enterprises should avoid holding events over mealtimes. F&B should only be served if they are incidental to the event.
36. 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.
37. However, sale of F&B is strictly for takeaway. Provision of F&B for consumption is not ordinarily allowed.
38. **If F&B is served or consumed:**
 - 38.1. F&B must be served in individual portions¹⁵ and consumed seated in groups of up to 5 persons with safe distancing between groups. Participants should put on their masks as soon as they have finished eating or drinking. There must be no intermingling between groups.
 - 38.2. Such events are subject to a cap of 50 persons depending on venue size and safe distancing requirements of at least one-metre between groups of up to 5 persons.
39. **From 15 March 2022, if no F&B is served or consumed:**
 - 39.1. Events with $\leq 1,000$ persons can proceed without being subject to any capacity limit.
 - 39.2. Events with $> 1,000$ persons are subject to a capacity limit of 50%.
 - This limit applies for all customer-facing and non customer-facing events using third-party premises.
 - For such events with $> 1,000$ persons, 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. Please refer to MOM's [Requirements for Safe Management Measures at the Workplace](#) for more information on additional measures required (e.g. zoning).

¹⁵ Food served through staff-served food lines must also be served in individual portions.