

JOINT ADVISORY

ANNEX

Other Safe Management Measures (SMMs) for all Retail Establishments¹ 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 services² 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/acceptabledocs> 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 vaccinated³; or

¹ To be implemented together with 'Updated SMMs at Retail Establishments'.

² These refer to personal care services that require the removal of face masks, such as facial treatments, make-up services and saunas.

³ 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.](#)

- 4.2. Have recovered from COVID-19⁴;
 - 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;
 - 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 memo⁵ 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 customers⁶ conduct SafeEntry check-in to the premises:

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) 	TT-only SafeEntry via SafeEntry Gateway Business App Or SafeEntry Gateway Box

⁴ 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 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 All enterprises must require their workers and vendors to do SafeEntry check-in via TraceTogether-only SafeEntry.

and wellness) (para 12 below applies)	
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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 efforts⁷.
14. Refer to www.safeentry.gov.sg for more details on SafeEntry Check-in.

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)⁸.

Communication to customers

⁷ 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.

⁸ This Guidance Note provides building owners and facilities managers with updated recommended measures to enhance ventilation and air quality in indoor spaces.

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

Workplace premises⁹

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](#).

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 venues¹⁰.
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.

⁹ Refers to the retail establishments' back-of-house operations involving workers, including at offices, warehouses and manufacturing facilities.

¹⁰ Work-related events held in F&B establishments must comply with the SMM requirements for F&B establishments.

- 34.1. F&B must be served in individual portions¹¹ 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.

¹¹ Food served through staff-served food lines must also be served in individual portions. Self-service buffet lines are not allowed.