

F&B ESTABLISHMENTS**Checklist of Safe Management Measures Required for Resumption of Business Activities – Customer-facing Operations**

Requirement	Useful Evidence to Demonstrate Compliance
<p>To resume business activities, all companies must fulfil these requirements below.</p> <p><i>Note: The Government will take action against errant employers, including the cessation of operations and enforcement.</i></p>	<p>Companies can prepare the following to show that they have fulfilled the requirements:</p> <p><i>Documentation of processes/data, demonstration of practices and sharing of understanding through interviews</i></p>
<p>A. Restriction on sale and consumption of alcohol</p>	
<p>1. Sale and consumption of alcohol in all F&B establishments is prohibited after 2230hrs daily¹. This includes consumption at any outdoor refreshment area and/or tables/chairs² owned or managed by such establishment.</p> <p>As a best practice, by around 2200hrs, F&B operators should cease the sale of alcohol as a dine-in service and remind customers on the need to finish up their alcohol by 2230hrs.</p>	<p><i>Share practices and adherence to the restrictions</i></p>
<p>B. Implement table and seating arrangement</p>	
<p>2. Each table or group must be limited to 5 or fewer persons, with at least one-metre spacing between groups. Where tables/seats are fixed, tables/seats should be marked out to accommodate groups of no more than 5, while ensuring at least one-metre spacing between groups.</p> <p>Where F&B establishment is used as a third-party venue for non-customer facing work-related events, individuals must be spaced one metre apart at all times.</p>	<p><i>Show seating arrangement / configuration.</i></p>

¹ This includes consumption by all individuals (such as customers, staff and vendors) within the F&B establishment.

² The furniture should be kept/secured after close of business in such manner to prevent use.

Self-service buffet lines are not allowed ³ . Food lines served by staff are allowed, with the necessary measures in place.	
C. Implement queue management	
3. F&B establishments are to clearly demarcate queue lines, and must ensure at least one-metre spacing between customers at areas such as entrances, cashier counters (e.g. through floor markers). One-metre spacing must also be maintained between queues and seated customers.	<i>Show demarcation of queue lines.</i>
D. Implement crowd management	
<p>4. Radio broadcasts, all forms of television, film and video screenings⁴ 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)⁵ in the F&B premises are not permitted.</p> <p>Recorded music, speech and sounds are only limited to soft background music in order to prevent customers from speaking loudly and risk droplet transmission.</p> <p>Emphatic toasting with food or drinks is disallowed, by both employees and customers.</p> <p>Ensure at least one-metre safe distancing between groups of customers at common play areas for children/toddlers/infants within their premises.</p>	<i>Share practices and adherence to the restrictions</i>
E. Contact tracing and Health checks	

³ This also applies to catering companies providing meals on other premises. Catering companies should also take reference from the allowable settings for food consumption (MICE, weddings, work-related events).

⁴ 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.

⁵ The list of gaming instruments is as stated in the Common Gaming House (Instruments and Appliances for Gaming) Rules.

<p>5. 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 services⁶. From 17 May 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.</p> <p>F&B establishments must conduct temperature screening and checks on visible symptoms⁷ for customers at entrances⁸, and turn away those with fever and/or who appear unwell.</p>	<p><i>Show how SafeEntry and temperature declarations are communicated to customers.</i></p> <p><i>Show or describe how to deal with diners who are unwell.</i></p>
F. Cleanliness and Hygiene	
<p>6. All employees, customers, delivery personnel and other onsite personnel must put on their masks properly at all times, except when eating and drinking. On-site diners should do so before food is served and immediately after their meals, or when moving around the establishment.</p> <p>F&B establishments must ensure that common spaces and items (e.g. utensils placed in common spaces), high-touch surfaces (e.g. counters, menus) and interactive components (e.g. iPads, smart kiosks), as well as any common play areas for children/toddlers/infants within their premises, are frequently cleaned/disinfected. This includes cleaning tables after customers have vacated. Employees should wash their hands or use hand sanitisers after handling cash and high touch surfaces and devices, and between serving different tables or groups of customers.</p> <p>Communal amenities for self-service (e.g. drink dispensers and condiment stations) must not be used. Self-service food samples must not be provided.</p>	<p><i>Show or describe cleaning frequency and steps to upkeep hygiene.</i></p>

⁶ However, all F&B establishments (including those with no dine-in services) must require their staff to do SafeEntry check-in. They must transit to TraceTogether-only SafeEntry when this is implemented from 17 May 2021.

⁷ Notable visible symptoms to look out for include: (a) coughing; (b) sneezing; (c) breathlessness; and (d) a runny nose.

⁸ 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.