

JOINT ADVISORY

MR No.: 111/21

Updated as of 30 December 2021

Updated Advisory for Safe Management Measures at Retail Establishments and Lifestyle-Related Services

1. This joint advisory updates on the Safe Management Measures (SMMs) for Retail and Lifestyle-Related Services Establishments.

Enhancements to Vaccination-Differentiated SMMs (VDS)

2. From 1 January 2022, the concession for unvaccinated individuals to take a negative Pre-Event Test (PET) to enter VDS settings such as shopping malls and establishments providing personal care services, will be removed. Only those who are fully vaccinated, have recovered from COVID-19, are medically ineligible for all COVID-19 vaccines under the National Vaccination Programme or are children aged 12 years and below (i.e. born in or after 2009¹) will be allowed to enter settings where VDS is implemented. A grace period will be extended to children born in December 2009 to allow them sufficient time to get fully vaccinated. Children born in 2009 who will turn 13 in 2022 will need to be fully vaccinated to enter venues and participate in activities with VDS from 1 March 2022 (instead of 1 January 2022).
3. In addition, all recovered persons from COVID-19 who are not fully vaccinated will only be given a 180-day exemption after infection to enter settings where VDS is implemented, including F&B establishments, from 1 January 2022. This is a reduction from the current exemption period of 270 days.
4. Those who have recovered from COVID-19 and will exceed the 180-day period as at 1 January 2022, but have yet to be fully vaccinated, will be given until 31 January 2022 to complete their primary vaccination regime, so as to be able to enter VDS settings. During the grace period, these individuals can produce their discharge memo for entry into VDS settings.

Group Size for Dine-In and Social Gatherings

5. The group size for dine-in and social gatherings is limited to 5 persons.

¹ A grace period will be extended to children born in December 2009 to allow them sufficient time to get fully vaccinated. Children born in 2009 who will turn 13 in 2022 will need to be fully vaccinated to enter venues and participate in activities with VDS from **1 March 2022** (instead of 1 January 2022). From 1 March 2022, the concession for children will only be extended to those born in or after the year 2010.

Concession for Medically Ineligible Individuals

6. From 1 December 2021, those who are medically ineligible for all COVID-19 vaccines under the National Vaccination Programme (NVP) are able to enter shopping malls, dine in at F&B establishments and participate in personal care services (such as facials and saunas) and high-intensity sports/exercise activities and classes that require masks to be removed.

Other Safe Management Measures

7. In addition to the above, Retail establishments and Lifestyle-Related Services must adhere to prevailing SMMs in the Annex. Firm action will be taken against any breaches. Under the COVID-19 (Temporary Measures) Act, 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. Businesses that do not comply with the government's requirements on SMMs may also be ineligible for government grants, loans, tax rebates and other assistance, and may also be subject to temporary closures.

Issued by:

Enterprise Singapore
Housing & Development Board
Singapore Food Agency
Singapore Tourism Board
Urban Redevelopment Authority

Other Safe Management Measures (SMMs) for all Retail Establishments² and Lifestyle-Related Services

Occupancy/Capacity limits

1. The occupancy limit for malls and large standalone stores³ is one person per 10 sqm of Gross Floor Area (GFA).
2. The operating capacity⁴ for Commercial Family Entertainment Centres will remain at a maximum of one person per 10 sqm of usable space or 50% of the operating capacity, whichever is lower⁵.

Safe Management Measures – Customer-facing operations

Vaccination-Differentiated Safe Management Measures (VDS)

3. Malls and large standalone stores⁶ must implement VDS for entry, where persons are allowed entry under the following conditions:
 - a. Are fully vaccinated⁷; or
 - b. Have recovered from COVID-19⁸; or
 - c. Are children aged 12 years and below (i.e. born in or after 2009⁹). If there are 2 or more such children in the group, the children must be from the same household.
4. Concessions will be made for the following unvaccinated individuals:
 - a. 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);
 - b. Caregivers dropping off and picking up young children at preschools/childcare centres only. A letter of support from the preschool/childcare centre is required;
 - c. Those who are medically ineligible for all COVID-19 vaccines under the National Vaccination Programme (from 1 December 2021). They will need to 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

² To be implemented together with 'Updated SMMs at Retail Establishments'.

³ These refer to standalone stores > 930 sqm (or 10,000 sqft) of GFA.

⁴ Commercial Family Entertainment Centres with > 930 sqm (or 10,000 sqft) of Gross Floor Area can review operating capacity by referring to SMMs for Attractions released by STB, and submit refreshed proposals to enquiry@enterprisesg.gov.sg.

⁵ Facilities below 50 sqm can admit up to 5 persons. This does not include workers.

⁶ Tenants within the malls do not need to conduct VDS checks if they operate outside the mall hours, unless otherwise mandated to do so.

⁷ This means they must have received the appropriate regimen of World Health Organisation Emergency Use Listing (WHO EUL) vaccines. Please refer to MOH's information sheet for more details of the requirements for VDS. for more information.

⁸ 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.

⁹ A grace period will be extended to children born in December 2009 to allow them sufficient time to get fully vaccinated. Children born in 2009 who will turn 13 in 2022 will need to be fully vaccinated to enter venues and participate in activities with VDS from **1 March 2022** (instead of 1 January 2022). From 1 March 2022, the concession for children will only be extended to those born in or after the year 2010.

¹⁰ To be certified as medically ineligible, individuals may visit a doctor familiar with their medical condition, or alternatively, any clinic or hospital to obtain a hardcopy doctor-certified memo.

entry into these premises. More details on the criteria for medical ineligibility can be found [here](#).

5. VDS requirements also apply to establishments providing personal care services that require the removal of facemasks, such as facial treatments, make-up services and saunas.
6. Establishments must verify the vaccination status of customers and have the right to deny entry for customers who do not meet the VDS requirements.
 - a. The SafeEntry (Business) App can be used with both the TraceTogether App and Token for this purpose.
 - b. The SafeEntry Gateway Box cannot be used for these checks.
 - c. Please refer to <https://go.gov.sg/acceptabledocs> for the list of acceptable documents for eligibility checks.
7. Refer to [MOH's information sheet for more details of the requirements for VDS](#).

Safe distancing and queue management

8. Customers can only be in groups of up to 5 persons.
9. At least one-metre spacing between groups should be ensured.
10. Queue lines at entrances, cashier counters, weighing counters, fitting rooms should be clearly demarcated (e.g. using floor markers).

Crowd management

11. Activities and events at public and common areas such as mall atriums, public transport nodes, HDB estates and common corridors are not allowed¹¹.
12. Establishments should ensure that crowds do not gather at atriums and common spaces, and discourage the consumption of food and drinks at these areas.

Contact tracing

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

Types of retail establishments	Requirements for contact tracing
<ul style="list-style-type: none">• Malls• Standalone large retail stores > 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	TT-only SafeEntry via <ul style="list-style-type: none">• SafeEntry Business App or• SafeEntry Gateway Box

¹¹ Such activities may be allowed for supermarkets on a case-by-case basis, if an extension of existing retail space is deemed necessary to ensure safe distancing. Approval must be sought from ESG.

14. Encourage SafeEntry check-out to facilitate contact tracing efforts¹².
15. Refer to www.safeentry.gov.sg for more details on SafeEntry Check-in.

Cleanliness and hygiene

16. Workers¹³ and customers must be masked at all times.
17. Hand sanitisers should be made available at common touchpoints (e.g. entry/exit doors, cashiers).
18. Product testers and samples for self-application and immediate consumption, e.g. perfume testers, make-up testers and unsealed food samples, are not allowed. Workers must also not apply the product sample directly on customers.
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) must be frequently cleaned and disinfected.
20. 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).
21. Rooms, tools and workstations must be thoroughly disinfected before and after each service.
22. All clothing, towels and bedding must be changed after every use.

Ventilation and improving indoor air quality

23. Refer to the [Guidance Note](#) on improving ventilation and indoor air quality in buildings issued by the Building and Construction Authority (BCA), National Environment Agency (NEA) and Ministry of Health (MOH)¹⁴.

Workplace premises¹⁵

24. Adhere to measures in [MOM's Requirements for Safe Management Measures at the Workplace](#).

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

¹³ 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.

¹⁴ This Guidance Note provides building owners and facilities managers with updated recommended measures to enhance ventilation and air quality in indoor spaces.

¹⁵ Refers to the retail establishments' back-of-house operations involving workers, including at offices, warehouses and manufacturing facilities.

25. **Cross-deployment of workers across worksites¹⁶** is not allowed unless it is critical to the business.
 - 25.1. 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.
 - 25.2. Workers at premises that have been asked to close by the Ministry of Health (MOH) should 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 Centres, “Swab and Send Home” (SASH) Public Health Preparedness Clinics or mobile swab sites for the COVID-19 test. They should also monitor their health closely, and visit a doctor immediately if unwell.

Workforce vaccination

26. From 1 January 2022, workers who are not fully vaccinated are not to enter the workplace unless they have a valid negative Pre-Event Test (PET) from an [MOH-approved COVID-19 test provider](#) within 24 hours of entering the workplace.
 - 26.1. From 15 January 2022, this concession will be removed. A grace period until **31 January 2022** will be granted for partially vaccinated workers (i.e. those who have taken at least 1 dose of vaccine but not yet fully vaccinated) to complete their vaccination regime. During this grace period, they will continue to be able to enter the workplace with a negative PET result.
27. 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.
28. Refer to [MOM’s Requirements for Safe Management Measures at the Workplace](#) for more details.

COVID-19 testing

29. All workers¹⁷ in [malls, large standalone stores](#) and [supermarket outlets](#), as well as those in [personal care services](#) (e.g. facial and nail services, spas/saunas, massage establishments, hairdressing, and make-up services) are to be tested once every 7 days (under Fast and Easy Test Rostered Routine Testing, or FET RRT) through employer-supervised self-swabs, regardless of vaccination status¹⁸. More details are available at <https://enterprisesg.gov.sg/sector-testing>.
30. The “Vaccinate or Regular Test” (VoRT) regime is phased out with effect from 1 January 2022.

¹⁶ This will not apply to industries/companies that need to do so due to the nature of their work. Such companies will be required to demonstrate that cross-deployment or interaction between workers is critical for business operations, when requested by MOM or their sector agencies.

¹⁷ This refers to all mall management workers as well as all tenants and vendors who work in the malls, large standalone stores and supermarkets, including those working in office spaces of the shops, business owners, store managers, all part-time and full-time workers, third-party contracted workers based in malls and all other workers who work at the premises, e.g. cleaners, promoters.

¹⁸ Recovered individuals who are not vaccinated will no longer be exempted from the FET regime, even if they are within the first 270 days from the date of positive PCR. Only fully vaccinated individuals who have recovered from a COVID-19 infection can be exempted from the testing regime.

Organisation of events

31. 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**¹⁹.

31.1. **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 portions²⁰, 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 an 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 establishment, should meals be provided, then every participant must meet VDS requirements.
- If the 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.

31.2. **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 portions²¹ and participants must be seated while consuming the food and drinks. There should be no 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 requirements²².
- Such events organised by retail 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 retail premise now functions as a third-party venue) are subject to a cap of 50 persons (excluding the retail 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.

¹⁹ Work-related events held in F&B establishments must comply with the SMM requirements for F&B establishments.

²⁰ Food served through staff-served food lines must also be served in individual portions.

²¹ Food served through staff-served food lines must also be served in individual portions.

Protocol on handling COVID-19 cases

32. 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>.
33. For protocol on disinfection for premises visited by positive COVID-19 cases, refer to [NEA's advisory](#).
34. Refer to <https://www.gobusiness.gov.sg/covid-faqs/> for other frequently asked questions.