



## ANNEX C

### F&B ESTABLISHMENTS

#### Checklist of Safe Management Measures Required for Resumption of Business Activities – Customer-facing Operations

Requirement	Useful Evidence to Demonstrate Compliance
<p><b>To resume business activities, all companies must fulfil these requirements below.</b></p> <p><i>Note: The Government will take action against errant employers, including the cessation of operations and enforcement.</i></p>	<p><b>Companies can prepare the following to show that they have fulfilled the requirements:</b></p> <p><i>Documentation of processes/data, demonstration of practices and sharing of understanding through interviews</i></p>
<p><b>A. Implement table and seating arrangement</b></p>	
<p>1. Each table or group must be limited to 5 or fewer persons, with at least one-metre spacing between tables or groups.</p> <p>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>Suspend self-service buffet lines within the establishment<sup>1</sup>.</p>	<p><i>Show seating arrangement / configuration.</i></p>
<p><b>B. Implement queue management</b></p>	
<p>2. For queues, F&amp;B establishments are to clearly demarcate queue lines, and must ensure at least one-metre spacing between customers at areas such as entrances and cashier counters (e.g. through floor markers).</p>	<p><i>Show demarcation of queue lines.</i></p>

<sup>1</sup> This also applies to catering companies providing meals on other premises. They must not offer self-service buffet line, but may offer individually packed options instead.

<b>C. Implement crowd management</b>	
<p>3. Live music, radio broadcasts and all forms of television/video screenings<sup>2</sup> and other forms of public entertainment such as dancing, darts or karaoke are not allowed.</p> <p>Ensure at least one-metre safe distancing between groups of patrons at common play areas for children/toddlers/infants within their premises.</p>	<p><i>Share practices and adherence to the restrictions</i></p>
<b>D. Contact tracing and Health checks</b>	
<p>4. F&amp;B establishments with seated diners must implement SafeEntry for customers and visitors.</p> <p>F&amp;B establishments with seated diners must conduct temperature screening and checks on visible symptoms<sup>3</sup> for customers at entrances<sup>4</sup>, 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>
<b>E. Cleanliness and Hygiene</b>	
<p>5. All employees, customers, delivery personnel and other onsite personnel must put on their masks properly at all times, except when eating and drinking.</p> <p>F&amp;B establishments must ensure that common spaces and items (e.g. utensils placed in common spaces), as well as 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.</p> <p>Any communal amenities (e.g. drinks dispensers and common condiments), as well as self-service food samples, must not be used.</p>	<p><i>Show or describe cleaning frequency and steps to upkeep hygiene.</i></p>

<sup>2</sup> Except for advisory videos related to safe management measures.

<sup>3</sup> Notable visible symptoms to look out for include: (a) coughing; (b) sneezing; (c) breathlessness; and (d) a runny nose.

<sup>4</sup> 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.