



ANNEX D

RETAIL ESTABLISHMENTS & LIFESTYLE-RELATED SERVICES

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. Implement crowd and queue management</p>	
<p>1. Clearly demarcate queue lines for customers at entrances, cashier counters, weighing counters, fitting rooms and where required, and ensure one-metre spacing between customers (e.g. through floor markers).</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>Have an SOP in place to manage long queues and large crowds outside stores and/or mall.</p>	<p><i>Show or describe what systems or digital solutions have been put in place to manage queues, crowds and to minimise physical contact.</i></p> <p><i>Show or describe SOPs on additional safeguards/ measures in the event a crowd gathers. These may include re-directing customers to other outlets, breaking the queues into several sections, putting up signs that indicate length of queuing time and implementing queue or appointment management systems.</i></p>

B. Contact tracing and Health checks	
<p>2. Malls, large standalone stores¹, supermarkets, stores providing beauty services, and other large retail stores with > 930sqm (or 10,000 sqft) of Gross Floor Area must implement SafeEntry for customers and visitors to facilitate the collection of information for contact tracing when needed².</p> <p>Malls, large standalone stores, supermarkets and stores providing beauty services must conduct temperature screening and checks on visible symptoms³ for customers at entrances⁴, and to turn away those with fever and/or who appear unwell⁵.</p>	<p><i>Show or describe how requirements on SafeEntry and temperature declarations are communicated to customers.</i></p> <p><i>Show or describe how to deal with customers who are unwell.</i></p>
C. Cleanliness and Hygiene	
<p>3. All employees, customers, delivery personnel and other onsite personnel must put on their masks properly at all times.</p> <p>Product testers and samples that require customer contact, e.g. cosmetics and food samples, must be removed.</p> <p>Ensure regular cleaning and disinfection of common spaces and items where applicable:</p> <ol style="list-style-type: none"> Counters and display shelves where customers are served. Items such as shopping trolleys/baskets and handrails, which have high human contact. Interactive hardware such as iPads, self-checkout kiosks or lift buttons. Common play areas for children/toddlers/infants. 	<p><i>Show or describe cleaning SOPs including steps to upkeep hygiene, schedules and instructions/ cleaning agents, where necessary and applicable.</i></p>

¹ These refer to stores that occupy entire buildings, e.g. IKEA, Decathlon Innovation Lab.

² More information on SafeEntry and a full list of places where SafeEntry must be deployed can be found at <https://www.safeentry.gov.sg/deployment>.

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

⁴ Individuals with temperatures above 38 degrees Celsius are considered to have a fever. Supermarkets and stores providing beauty services in malls need not take the temperature of customers if the mall is already doing so. They should however do so, if they operate outside the mall hours.

⁵ Except where the individual is entering the permitted premises to seek medical treatment for a specified symptom.