

## JOINT ADVISORY

MR No.: 059/20

### Advisory for Phase 2 Re-opening of Food & Beverage Establishments

1. The Multi-Ministry Taskforce (MTF) announced on 19 May that Singapore would exit the [Circuit Breaker from 2 June and resume activities in three phases](#). On 15 June, the MTF announced that Phase 2 will commence on 19 June. Apart from a short list of exceptions, Phase 2 will see the resumption of most activities, including the reopening of food and beverage (F&B) establishments selling predominantly beverages and resumption of dine-in services.
2. To provide a safe environment for customers and workers, F&B establishments currently in operation, and those that will reopen in Phase 2, must implement [Safe Management Measures](#), as required by the Ministry of Manpower (MOM) and comply with the COVID-19 (Temporary Measures) (Control Order) Regulations.
3. In addition, F&B establishments are required to comply with the measures set out by Enterprise Singapore (ESG), Housing & Development Board (HDB), Singapore Food Agency (SFA), Singapore Tourism Board (STB) and Urban Redevelopment Authority (URA) in this document. The information in this document supersedes that in previous advisories or statements.

#### Resumption of food service operations

4. For Phase 2:
  - 4.1. F&B establishments<sup>1</sup> can provide dine-in services, provided there is no provision of Public Entertainment<sup>2</sup>.
  - 4.2. Sales and consumption of alcohol in all F&B establishments will be prohibited after 2230hrs daily. This includes consumption at any outdoor refreshment area (ORA) and/or tables/chairs<sup>3</sup> owned or managed by such establishment.
5. The list of businesses that are allowed to operate from 19 June 2020 can be found on MTI's website (<https://covid.gobusiness.gov.sg/permittedlist/>). Businesses in this list do not need to apply to MTI for exemption before resuming operations. **They are required to submit the number of workers who are working on-site using the GoBusiness**

<sup>1</sup> These would be F&B establishments that are issued food shop licences by SFA, except those with SFA food shop licences under the Pubs, Bars, Nightclubs and Discos categories or SSIC codes starting with 5613.

<sup>2</sup> Public Entertainment activities are as per defined under the Public Entertainments Act.

<sup>3</sup> The furniture should be kept / secured in such manner after close of business.

portal (<https://covid.gobusiness.gov.sg>) within two weeks of the date of resumption of on-site operations.

## **Safe Management Measures – Customer-facing Operations/Front-of-house**

6. The following measures apply to all customer-facing operations of F&B establishments:

### **6.1. Table and seating management**

- 6.1.1. Each group must be limited to 5 or fewer persons, with at least one-metre spacing between groups<sup>4</sup>. Gatherings or groups involving more than 5 persons in total are not allowed, even if they are split across multiple tables<sup>5</sup>. There should be no mixing or intermingling between groups.
- 6.1.2. 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.
- 6.1.3. Self-service buffet lines must be suspended<sup>6</sup>.

### **6.2. Queue management**

- 6.2.1. F&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).

### **6.3. Crowd management**

- 6.3.1. Live music, radio broadcasts and all forms of television/video screenings<sup>7</sup> and other forms of public entertainment such as dancing, darts or karaoke are not allowed.
- 6.3.2. Recorded music may be played only as soft background music. This must not be louder than 60 decibels. As a gauge, this would be the sound level for a regular conversation. This is with effect from 24 August.
- 6.3.3. Common play areas for children/toddlers/infants in F&B establishments<sup>8</sup> are allowed to reopen, but operators must ensure at least one-metre safe distancing between groups of patrons (of up to 5 pax).

### **6.4. Contact tracing**

- 6.4.1. F&B establishments with seated diners must implement SafeEntry<sup>9</sup> for customers and visitors. Those that only provide takeaway and/or delivery, where there is negligible or transient interaction with customers, are not required to do so.

### **6.5. Health checks**

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<sup>4</sup> F&B establishments may use the bar counters to seat and serve meals to dine-in customers, but must ensure there is at least one-metre spacing between groups of diners.

<sup>5</sup> Exceptions can only be made if all members of the group are from the same household. These groups can be allowed into the establishment. However, they will need to be seated at multiple tables, with no more than 5 persons per table, and with at least one-metre spacing between the tables. Establishments can request to verify diners' claims that they are from the same household, and can reject entry of diners at their discretion. For wedding receptions, please refer to the advisory at the [GoBusiness portal](#).

<sup>6</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.

<sup>7</sup> Except for advisory videos related to safe management measures.

<sup>8</sup> These play areas refer to the facilities provided free of charge in the shops.

<sup>9</sup> 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>. Businesses should note that SafeEntry can be done via QR code/NRIC scanning, or manual entry of NRIC number & particulars through a dedicated device. Businesses should not decline entry to visitors unless the individual does not use SafeEntry QR or SafeEntry NRIC application and refuses to provide particulars to assist with manual entry.

- 6.5.1. F&B establishments with seated diners must conduct temperature screening<sup>10</sup> and checks on visible symptoms<sup>11</sup> for customers at entrances, and advise those with fever and/or who appear unwell to visit a doctor before turning them away<sup>12</sup>. Those that only provide takeaway and/or delivery are not required to do so.
- 6.6. **Cleanliness and hygiene**
  - 6.6.1. F&B establishments must ensure that all employees, customers, delivery personnel and other onsite personnel put on their masks properly at all times<sup>13</sup>, except when eating and drinking. F&B establishments must also ensure that on-site diners do so before food is served and immediately after their meals.
  - 6.6.2. F&B establishments must ensure that common spaces and items, high-touch surfaces (e.g. counters, menus), interactive components (e.g. iPads, smart kiosks), as well as play areas for children/toddlers/infants are frequently cleaned/disinfected.
  - 6.6.3. Any communal amenities (e.g. drinks dispensers and common condiments), as well as self-service food samples, must not be used.
7. F&B establishments should put up clear signages to remind customers of the above measures (in Para 6) where applicable, and train and deploy service personnel to provide clear communication to customers on safe distancing measures.
8. Refer to **Annex A** for other recommended guidelines.

### **Safe Management Measures – Workplace Premises<sup>14</sup>/Back of House/Kitchen**

9. To ensure COVID-safe workplaces, F&B establishments should take care of their workers, workplaces and those who may become unwell at their workplaces, as outlined in MOM's Requirements for Safe Management Measures at the workplace. Refer to [MOM's website](#) for greater details and **Annex B** for a summary of these measures.

### **Enforcement of measures**

10. Government agencies will be conducting inspections following Phase 2 reopening to check on the proper implementation of the Safe Management Measures. **Under the COVID-19 (Temporary Measures) Act passed in Parliament on 7 April 2020, 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.**
11. Businesses that do not implement or comply with the government's requirements on safe management measures may be ineligible for government grants, loans, tax rebates and other assistance.

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<sup>10</sup> Individuals with temperatures above 38 degrees Celsius are considered to be having a fever.

<sup>11</sup> Notable visible symptoms to look out for include: (a) coughing; (b) sneezing; (c) breathlessness; and (d) a runny nose.

<sup>12</sup> 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.

<sup>13</sup> Under the COVID-19 (Temporary Measures) (Control Order) Regulations 2020, every individual must wear a mask over the individual's nose and mouth at all times when the individual is not in his or her ordinary place of residence. Refer to MOH's latest guidance for use of masks and face shields at <https://www.moh.gov.sg/news-highlights/details/guidance-for-use-of-masks-and-face-shields>.

<sup>14</sup> Refers to the F&B establishments' back-of-house operations involving employees, including at offices, warehouses and manufacturing facilities.

Annex A – Other recommended guidelines for customer-facing operations  
Annex B – Summary of Safe Management Measures required at the workplace premises  
Annex C – Checklist of Safe Management Measures (customer-facing operations)

Issued by:

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

**Updated as of 24 August 2020**

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**Other recommended guidelines for customer-facing operations**

*(Note: Additional suggestions for F&B establishments to put in place, where practicable)*

**A. Reduce physical interaction**

- Implement mobile ordering, pre-ordering and electronic payment solutions where possible, to minimise physical contact between customers and employees.

**B. Queue Management**

- Where practicable, manage queues using electronic reservation systems or take down diner details and call them when there are seats available.
- Where practicable, separate the queues and waiting areas for dine-in customers, takeaway customers and delivery personnel.
- Queueing in groups should be discouraged.

**C. Crowd Management**

- To minimise socialising/mingling, F&B establishments should take additional steps to manage higher-risk areas (e.g. bar counters or standing tables) where there is a greater likelihood of customers mixing between groups. This may be done by seating customers on stools or clearly demarcating the boundaries for each dining area to ensure separation of at least one metre between groups at all times.
- Operators should take additional steps to manage the capacity within common play areas for children/toddlers/infants (e.g. deploying an employee to man the area), where practicable.

**D. Encourage takeaways and home delivery**

- F&B establishments should avoid activities that would attract crowds in and outside of their premises (e.g. providing special discounts or offers for dine-in).
- Where practicable, collection and delivery from store should be spaced out and contactless<sup>15</sup>.
- Take reasonable steps to ensure that delivery personnel observe at least one-metre spacing at all times and do not cluster together.
- Refer to the [Advisory for Delivery Businesses](#) for guidelines on delivery requirements.

**E. Cleanliness and hygiene**

- Where possible, place hand sanitisers in close proximity to high-touch surfaces and common spaces/items for employees and customers to sanitise their hands. Employees should wash their hands or use hand sanitisers after handling cash and high touch surfaces and devices.
- Where possible, F&B establishments should ensure that tables and chairs are thoroughly cleaned with disinfecting agents<sup>16</sup> after each diner vacates the table.
- Serving utensils should be provided for customers who are sharing food.

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<sup>15</sup> Where contactless collection is done, F&B establishments must label the orders clearly for easy pick-up and have arrangements in place such that customers do not handle containers or bags except for their own orders.

<sup>16</sup> List of suggested cleaning products and disinfecting agents can be found at <https://www.nea.gov.sg/our-services/public-cleanliness/environmental-cleaning-guidelines/guidelines/interim-list-of-household-products-and-active-ingredients-for-disinfection-of-covid-19>

- The provision of condiments (e.g. soy sauce, salt and pepper, chilli sauce) and cutleries at self-serve common stations should not be allowed, unless these are individually packed and sealed.
- Condiments and cutleries should be provided to diners only after they are seated or upon request<sup>17</sup>.

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<sup>17</sup> Food stalls and kiosks are allowed to place condiments and cutleries at their stall counters (e.g. in covered containers), as long as these are within sight of and managed directly by the staff.

**Summary of Safe Management Measures required at the workplace premises**

The Ministry of Manpower (MOM), the National Trades Union Congress (NTUC), and the Singapore National Employers Federation (SNEF) have issued details of the Safe Management Measures for employers to resume operations. These requirements are meant for general workplace settings.

Refer to [MOM's website](#) for full details.

**A. Take care of your workers**

- Actively enable employees to work from home. Working from home must remain the default for all businesses where feasible.
- For job roles or functions where employees cannot work from home, employers should stagger work and break hours, and implement shift or split team arrangements.
- There should be no cross-deployment or interaction between employees in different shifts, teams or worksites, even outside of work. If cross-deployment cannot be avoided (e.g. due to the nature of the job), additional safeguards must be taken to minimise the risk of cross infection.
- Wear masks and other necessary personal protective equipment at the workplace and observe good personal hygiene. Employees should keep their masks on at all times except when eating or drinking.

**B. Take care of the workplace**

- Use the SafeEntry visitor management system to record all personnel (including employees, vendors, and visitors) entering the workplace<sup>18</sup>.
- F&B establishments are encouraged to reduce the number of employees on-site, particularly for smaller premises, in order to allow for safe distancing. Where physical interaction cannot be avoided, precautions should be taken to ensure clear physical spacing of at least one metre between all personnel at all times, including at common areas and during break/meal times.
- Step up cleaning of workplace premises and provide cleaning and disinfecting agents like soap and sanitisers at common areas and to frontline personnel.

**C. Take care of workers who become unwell at the workplace**

- Ensure regular checks for temperature and respiratory symptoms for all onsite employees and visitors (e.g. vendors and contractors), twice daily, or where relevant. Employers must be able to demonstrate that these checks are in place during inspections.

**D. Implement a system of Safe Management Measures**

- Employers must appoint Safe Management Officer(s) (SMO) to assist in the implementation, coordination and monitoring of the Safe Management Measures at the workplace. Employers must provide appointed SMOs with adequate instruction, information and supervision as is necessary for them to fulfil their required duties.

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<sup>18</sup> For the full list of workplaces where SafeEntry must be deployed, please refer to <https://www.safeentry.gov.sg/deployment>.

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

<b>Requirement</b>	<b>Useful Evidence to Demonstrate Compliance</b>
<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>19</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>
<p><b>C. Implement crowd management</b></p>	
<p>3. Live music, radio broadcasts and all forms of television/video screenings<sup>20</sup> and other forms of public entertainment such as dancing, darts or karaoke are not allowed.</p>	<p><i>Share practices and adherence to the restrictions</i></p>

<sup>19</sup> This also applies to catering companies providing meals on other premises. They must not offer self-service buffet lines, but may offer individually packed options instead.

<sup>20</sup> Except for advisory videos related to safe management measures.



<p>Recorded music is only limited to soft background music in order to prevent customers from speaking loudly and risk droplet transmission.</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><b>D. Contact tracing and Health checks</b></p>	
<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>21</sup> for customers at entrances<sup>22</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>
<p><b>E. Cleanliness and Hygiene</b></p>	
<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. On-site diners should do so before food is served and immediately after their meals.</p> <p>F&amp;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.</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>21</sup> Notable visible symptoms to look out for include: (a) coughing; (b) sneezing; (c) breathlessness; and (d) a runny nose.

<sup>22</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.