

## JOINT MEDIA RELEASE

*Embargoed for release on 12 March 2020 @ 1PM SGT*

### **SG Clean Quality Mark Extended to Tourism and Lifestyle Businesses as part of Nationwide Efforts to Uplift Sanitation and Hygiene**

*Enterprise Singapore and the Singapore Tourism Board target the tourism, food and retail sectors to come on board SG Clean, starting with Orchard Road*

MR No.: 008/20

Singapore, Thursday, 12 March 2020

1. In light of the on-going Coronavirus Disease (COVID-19) situation, Enterprise Singapore (ESG) and the Singapore Tourism Board (STB) have rolled out the SG Clean quality mark to the tourism and lifestyle sectors. Among the first to be certified are those along the popular Orchard Road shopping belt, which include food and retail businesses in malls such as Plaza Singapura and ION Orchard; Grand Hyatt Singapore; and the Singapore Visitor Centre @orchardgateway. Establishments<sup>1</sup> like Charles & Keith, Golden Village, Jean Yip Hub, Jumbo Seafood, McDonald's and TungLok are on board SG Clean. Two other hotels outside of Orchard Road have also been certified – Village Hotel Sentosa and Shangri-La's Rasa Sentosa Resort. *(Refer to Annex A: List of certified establishments to-date)*
2. Grand Hyatt Singapore and several businesses at Plaza Singapura received their SG Clean quality mark today from Mr Chee Hong Tat, Senior Minister of State for Trade and Industry, and Education – following a visit to the premises. Over the next few months, ESG and STB will encourage more than 37,000 businesses within the tourism and lifestyle sectors to sign up for the SG Clean certification programme.
3. The SG Clean campaign is a government effort to rally businesses and the public to uphold good sanitation standards and hygiene practices. In February 2020, the National Environment Agency (NEA) began rolling out the SG Clean quality mark at hawker

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<sup>1</sup> The food, retail and lifestyle services brands listed refer to the outlets located in either Plaza Singapura or ION Orchard

centres and coffee shops, with support from the Singapore Food Agency (SFA). The SG Clean quality mark will focus on certifying establishments that experience heavy human traffic on a daily basis, such as shopping malls, hotels, tourist attractions, conference venues, preschools, schools and transport nodes. It is backed by ESG and STB, together with government agencies like the Early Childhood Development Agency (ECDA), Ministry of Education (MOE), Ministry of Transport (MOT) and non-governmental organisation partners such as the Public Hygiene Council.

4. **Ms Choy Sauw Kook, Director-General, Quality & Excellence, Enterprise Singapore**, commented, “While many businesses have adopted their own precautionary measures, SG Clean goes a step further to ensure that these establishments meet the baseline of good industry practices. SG Clean can help to instil confidence in Singaporeans to shop and dine, and support our local businesses. Beyond that, ESG also encourages businesses to uphold such good sanitation and hygiene practices for the long term.”
5. **Mr Keith Tan, Chief Executive, Singapore Tourism Board**, said, “Over the next two months, STB aims to audit and certify 570 hotels, attractions, and other tourism establishments. The SG Clean quality mark sends a strong signal to both locals and visitors that our tourism businesses take their cleanliness and hygiene very seriously and are committed to maintaining these high standards as a ‘new normal’ for the future. We hope that this gives locals and visitors peace of mind to go out and enjoy all that Singapore has to offer, and to show support to our tourism businesses and workers during this challenging time.”
6. To be certified, businesses have to go through a seven-point checklist tailored to the requirements and operations in the various sectors. These cover the appointment of an SG Clean manager to oversee the establishment’s practices, temperature and health screening of employees, arrangements for engagement of external personnel such as suppliers and contractors, implementation of cleanliness and hygiene practices, as well as complying with health and travel advisories, guidelines and government orders on COVID-19. (*Refer to Annex B: SG Clean checklists for hotels, and food and retail businesses*)
7. ESG and STB have appointed qualified, independent assessment organisations to certify that participating establishments have met these requirements, and continue to maintain these practices. Businesses assessed to have met the criteria will be awarded

the SG Clean quality mark. Assessment and certification are complimentary for businesses. (*Refer to Annex C: SG Clean collateral*)

- Interested businesses are encouraged to sign up for the certification programme. More information on SG Clean, including details of the checklists and contacts of the appointed assessors, can be found at <http://sgclean.gov.sg>.

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### **About Enterprise Singapore**

Enterprise Singapore (ESG) is the government agency championing enterprise development. We work with committed companies to build capabilities, innovate and internationalise. We also support the growth of Singapore as a hub for global trading and startups, and build trust in Singapore's products and services through quality and standards.

Visit [www.enterprisesg.gov.sg](http://www.enterprisesg.gov.sg) for more information.

### **About the Singapore Tourism Board**

The Singapore Tourism Board (STB) is the lead development agency for tourism, one of Singapore's key economic sectors. Together with industry partners and the community, we shape a dynamic Singapore tourism landscape. We bring the Passion Made Possible brand to life by differentiating Singapore as a vibrant destination that inspires people to share and deepen their passions.

More: [www.stb.gov.sg](http://www.stb.gov.sg) or [www.visitsingapore.com](http://www.visitsingapore.com) | Follow us: [facebook.com/STBSingapore](https://facebook.com/STBSingapore) or [twitter.com/stb\\_sg](https://twitter.com/stb_sg)

List of SG Clean certified establishments<sup>2</sup> as of 11 March 2020Food

1. Breadtalk
2. Five Guys
3. Food Opera
4. HaiDiLao Hotpot
5. Hoshino Coffee
6. Jumbo Seafood
7. Lokkee
8. McDonald's
9. Slappy Cakes
10. Stuff'd
11. Swensen's
12. Ya Kun Kaya Toast

Lifestyle services

1. Amore Fitness & Boutique Spa
2. City Gas Gallery
3. Golden Village Plaza
4. Jean Yip Hub

Retail

1. Bed Bath N' Table
2. Charles & Keith
3. Christian Dior Paris
4. Dorothy Perkins
5. Levi's
6. Monica Vinader
7. Nespresso
8. Parfum Christian Dior
9. Samsonite
10. Sephora
11. Shiseido
12. T.M.Lewin
13. Warehouse
14. Zoff

Hotels

1. Grand Hyatt Singapore
2. Village Hotel Sentosa
3. Shangri-La's Rasa Sentosa Resort

Visitor services

1. Singapore Visitor Centre  
@orchardgateway

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<sup>2</sup> The food, retail and lifestyle services brands listed above refer to the outlets located in either Plaza Singapura or ION Orchard

## Checklist for SG Clean Programme – Hotels

<b>7-Points for SG Clean Programme</b>
1. Appoint an “SG Clean” Manager to implement measures and ensure compliance to checklist of SG Clean Programme
2. Have processes in place to check temperature and look out for respiratory symptoms of <b>employees</b> , and ensure that those who have visited COVID-19 affected countries with travel restrictions in place or are under an active Stay Home Notice (SHN) or Quarantine Order (QO) are not at the hotel
3. Where feasible and applicable, have processes in place to check temperature, look out for respiratory symptoms of <b>tenants, contractors and suppliers</b> , and ensure that those who have visited COVID-19 affected countries with travel restrictions in place or are under an active SHN or QO are not at the hotel. Where feasible and applicable, have processes in place to check temperature and look out for respiratory symptoms of hotel guests and MICE/event visitors
4. Check that there are processes in place for all common facilities to be disinfected at more frequent intervals and that employees observe good personal hygiene
5. Check that procedures are in place to manage COVID-19 suspect cases
6. Check there are documents and records of all preventive measures are in place
7. Ensure compliance to government orders, guidelines and health advisories on the COVID-19

Checklist for SG Clean Programme – F&B establishments<sup>3</sup>

<b>7-Points for SG Clean Programme</b>
1. Appoint an “SG Clean” Manager to implement measures and ensure compliance to checklist of SG Clean Programme
2. Check temperature and screen for respiratory symptoms of <b>employees</b> and ensure that none has visited COVID-19 affected areas or is under an active Stay Home Notice (SHN) or Quarantine Order (QO)
3. Where feasible and applicable, check temperature and screen for respiratory symptoms of <b>contractors, suppliers and visitors</b> and ensure that none has visited COVID-19 affected areas or is under an active SHN or QO
4. Step up frequency of disinfection for all common facilities, and that employees observe good personal hygiene
5. Check that procedures are in place to manage COVID-19 suspect cases
6. Check that there are documents and records of all preventive measures
7. Ensure compliance to government orders, guidelines and health advisories on the COVID-19

<sup>3</sup> Licensed food establishments under the Singapore Food Agency

## Checklist for SG Clean Programme – Retail establishments

<b>7-Points for SG Clean Programme</b>
1. Appoint a “SG Clean” Manager to implement measures and ensure compliance to checklist of SG Clean Programme
2. Check temperature and screen for respiratory symptoms of <b>employees</b> and ensure that none has visited COVID-19 affected areas or is under an active Stay Home Notice (SHN) or Quarantine Order (QO)
3. Where feasible and applicable, check temperature and screen for respiratory symptoms of <b>contractors, suppliers and visitors</b> and ensure that none has visited COVID-19 affected areas or is under an active SHN or QO
4. Step up frequency of disinfection for all common facilities, and that employees observe good personal hygiene
5. Check that procedures are in place to manage COVID-19 suspect cases
6. Check that there are documents and records of all preventive measures
7. Ensure compliance to government orders, guidelines and health advisories on the COVID-19

SG Clean collateral for establishments that have been assessed and certified

Decal





We are **SG CLEAN**



◆ Welcome to our SG Clean establishment. We are officially inspected, certified clean, and our people are healthy and happy.

◆ 欢迎光临SG Clean场所。我们已接受当局审查并获得清洁认证，我们的员工也保持健康快乐。

◆ Selamat datang ke pertubuhan SG Clean kita. Kita sudah diperiksa secara rasmi, disahkan bersih, dan kakitangan kita sihat dan bahagia.

◆ எங்களது SG Clean தொழிலகத்திற்கு நல்வரவு. நாங்கள் அதிகாரபூர்வமாகப் பரிசோதிக்கப்பட்டு, தூய்மையாக இருப்பதாகச் சான்று பெற்றிருக்கிறோம். எங்கள் மக்களும் ஆரோக்கியமாகவும் மகிழ்ச்சியாகவும் இருக்கிறார்கள்.

Let's all help to keep SG clean. For more information, visit [sgclean.gov.sg](http://sgclean.gov.sg)

让我们尽一份力，保持新加坡清洁。欲知详情，请浏览 [sgclean.gov.sg](http://sgclean.gov.sg)

Mari kita semua bantu memastikan yang Singapura bersih. Untuk mendapatkan maklumat lanjut, sila kunjungi [sgclean.gov.sg](http://sgclean.gov.sg)

சிங்கைபைத் தூய்மையாக வைத்திருக்க நாம் அனைவரும் உதவுவோம். மேல்தகவல்களுக்கு, [sgclean.gov.sg](http://sgclean.gov.sg) பார்க்கவும்

Enterprise  
Singapore

