

JOINT ADVISORY

MR No.: 039/22

Updated as of 25 July 2022

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

1. This joint advisory provides guidance on the Safe Management Measures (SMMs) for Retail Establishments and Lifestyle-Related Services based on the latest announcements by the Multi-Ministry Taskforce.

Practising Social Responsibility

2. There are currently no changes to the SMMs required at Retail Establishments and Lifestyle-related Services. However, to safeguard public health, retail establishments and lifestyle-related services should continue to ensure high standards of cleanliness and hygiene to protect all personnel and customers.
3. Customers should also exercise social responsibility by keeping masks on when indoors, avoiding in-person interactions if unwell and placing greater emphasis on personal hygiene.

Mask Wearing

4. As a key line of defense, mask-wearing continues to be required for indoor settings when people leave their homes, but will be optional in outdoor settings¹. However, we encourage individuals to exercise precaution and to wear masks in outdoor areas when necessary, for example, in crowded outdoor areas.

Ventilation and improving indoor air quality

5. Retail establishments and Lifestyle-Related Services should take active steps to ensure their premises are well-ventilated and carry out carbon dioxide (CO₂) monitoring regularly, especially in enclosed, air-conditioned indoor spaces. Refer to the [Advisory](#)

¹ Indoor places refer to inside buildings or enclosed places, and typically have clearly defined entrances/exits. They include office buildings, shopping malls, retail shops and public transport (i.e. when commuting in trains and buses), and hawker centres and coffee shops. Places which are sheltered but which are not enclosed at the sides and allow open access generally will be regarded as outdoor areas. For example, HDB void decks, rooftop gardens, walkways outside shopping malls, taxi stands and bus stops will be regarded as outdoor areas. For F&B establishments with Outdoor Refreshment Areas (ORAs) that are not covered or substantially enclosed, the ORAs can be considered outdoor areas. Refer to [MOH's media release](#) for more details.

[Note](#) on CO₂ monitoring and ventilation adequacy issued by the Building and Construction Authority (BCA), National Environment Agency (NEA) and Ministry of Health (MOH) for more details².

Other Safe Management Measures

6. In addition to the above, Retail establishments and Lifestyle-Related Services must adhere to prevailing SMMs in the Annex.
7. Firm action will be taken against any breaches under relevant laws. For instance, 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

² This Advisory Note guides premises managers on how carbon dioxide (CO₂) monitoring can be used as a proxy for ventilation adequacy, so that premises managers can take timely mitigating measures when ventilation is poor (when CO₂ levels are above 800ppm).

Other Safe Management Measures (SMMs) for all Retail Establishments³ and Lifestyle-Related Services

Vaccination-Differentiated SMMs

1. All malls, large standalone stores⁴ and establishments providing personal care services⁵ do not need to conduct Vaccination-Differentiated SMMs (VDS) checks.

Group Size and Safe Distancing

2. There is no limit on group size.
3. Safe distancing is not required between individuals or groups.

Contact Tracing

4. All establishments do not need to implement SafeEntry via TraceTogether-only SafeEntry (TT-only SE). However, they can continue to use the SafeEntry (Business) App to conduct VDS checks for events with > 500 participants at any one time.

Capacity Limits

5. There are no capacity limits for shopping malls and large standalone stores, as well as at large commercial Family Entertainment Centres.
6. Premises operators should continue to observe limits of its own spaces for safety reasons, e.g. capacity limits imposed due to fire safety. Premises operators should also spread crowds out as evenly as possible.

Cleanliness and hygiene

7. Establishments should maintain high standards of sanitation and personal hygiene. Refer to the [General Sanitation and Hygiene Advisory for Premises Owners and Operators](#) by NEA.
8. Hand sanitisers should be made available at common touchpoints (e.g. entry/exit doors, cashiers).
9. 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) should be frequently cleaned and disinfected.
10. Product testing, e.g. perfume testers, make-up testers, are allowed. However, masks should be worn at all times in indoor settings. If masks need to be removed for such testing in indoor settings, participants must put on their masks as soon as they have finished testing the product.

³ To be implemented together with 'Updated SMMs at Retail Establishments'.

⁴ These refer to standalone stores > 930 sqm (or 10,000 sqft) of GFA.

⁵ These refer to personal care services that require the removal of face masks, such as facial treatments, make-up services and saunas.

11. 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).
12. Rooms, tools and workstations should be thoroughly disinfected before and after each service.
13. All clothing, towels and bedding should be changed after every use.

Workplace premises⁶

14. There is no restriction on cross-deployment of workers across workplaces, although employers may continue to do so for business continuity reasons.
15. Adhere to measures in [MOM's Requirements for Safe Management Measures at the Workplace](#).

Workforce vaccination

16. Unvaccinated workers can return to the workplace. However, employers may implement vaccination-differentiated requirements for their workers based on workplace health and safety, and operational needs of their respective companies or sectors. Refer to [MOM's updated advisory on COVID-19 vaccination at the workplace](#) for more details.

Protocol on handling COVID-19 cases

17. 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>.
18. Refer to <https://www.qobusiness.gov.sg/covid-19-faqs/> for other frequently asked questions.

Events at retail and lifestyle-related venues and establishments

19. Work-related events can be held within the workplace premises or third-party venues⁷.
20. Activities and events can be held at public and common areas such as mall atriums, public transport nodes, HDB estates and common corridors.
21. Vaccination-Differentiated Safe Management Measures (VDS) must be implemented for events with > 500 participants at any one time.
 - 21.1. Venue owners and event organisers are responsible for ensuring that VDS checks are adhered to for such events:
 - 21.1.1. The SafeEntry (Business) App can be used with both the TraceTogether App and Token.
 - 21.1.2. The SafeEntry Gateway Box cannot be used for VDS checks.

⁶ Refers to the retail establishments' back-of-house operations involving workers, including at offices, warehouses and manufacturing facilities.

⁷ Work-related events held in F&B establishments must comply with the SMM requirements for F&B establishments.

- 21.1.3. Please refer to <https://go.gov.sg/acceptabledocs> for the list of acceptable documents for eligibility checks.
- 21.2. Participants can only enter if they meet any of the following criteria:
- 21.2.1. Are fully vaccinated⁸;
 - 21.2.2. Have recovered from COVID-19⁹;
 - 21.2.3. Are unvaccinated children aged 12 years and below (i.e. born in or after 2010); or
 - 21.2.4. Are certified to be medically ineligible for all COVID-19 vaccines under the National Vaccination Programme. Medically ineligible individuals will need to show the 'vaccination exemption' status via the Trace-Together App/Token, HealthHub or 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 entry into these premises. More details on the criteria for medical ineligibility can be found in the sample of the standard memo [here](#).
22. Live performances, including busking and those held in outdoor settings, are allowed to resume at events.
23. On-site F&B preparation and food tasting is allowed, subject to relevant regulatory approvals and licence requirements for such F&B operations. In indoor settings, participants should put on their masks as soon as they have completed the food tasting.
24. If F&B is served or consumed¹¹, e.g. food fair, the F&B SMMs below must be implemented:
- 24.1. In indoor settings, participants should put on their masks as soon as they have finished eating or drinking.
 - 24.2. VDS is required for dining in, even if the event has less than 500 participants. Notices should be put up to inform customers that only fully vaccinated persons may dine in (see paragraph 21 for VDS criteria).

⁸ This means they must have received the appropriate regimen of [World Health Organisation Emergency Use Listing](#) (WHO EUL) vaccines. Those aged 12 and above who have completed the primary vaccination series would require a booster dose to maintain the vaccination status. For more information, refer to [MOH's information sheet on the requirements for VDS](#).

⁹ Currently, all recovered persons from COVID-19 who are not fully vaccinated are given a 180-day exemption after infection to enter the F&B establishment for dine in. From 1 June 2022, all recovered persons will need to receive the booster dose within 9 months of their last primary vaccination dose, in order to maintain their vaccinated status.

¹⁰ To be certified as medically ineligible for all COVID-19 vaccines under the National Vaccination Programme, individuals may visit a doctor familiar with their medical condition, or alternatively, any clinic or hospital to obtain a hardcopy doctor-certified memo.

¹¹ Self-service buffet lines are allowed from 30 April 2022. Refer to the [Advisory for SMMs at F&B Establishments](#) for details.