

## JOINT ADVISORY

MR No.: 035/20

### **Safe Management Measures for Food & Beverage Establishments**

1. With the gradual decline in the number of local cases, the Government is putting in place plans for the gradual and selective resumption of economic activities. To prevent the re-emergence of community cases, the **Ministry of Manpower (MOM) has announced on 9 May 2020 that workplaces should begin to put in place Safe Management Measures** ahead of time.
2. In line with the latest advisory on Safe Management Measures at the workplace, Enterprise Singapore (ESG), Housing & Development Board (HDB), Singapore Food Agency (SFA), Singapore Tourism Board (STB) and Urban Redevelopment Authority (URA) are providing operational guidance on the **permissible activities** and **Safe Management Measures** for food and beverage (F&B) establishments. All F&B establishments must comply with these measures. The information in this advisory supersedes that in previous advisories or statements.

#### **Resumption of specific Food Manufacturing and Food Service operations**

3. With effect from 12 May:
  - 3.1. Manufacturing and on-site preparation of all food is allowed. This includes the manufacturing of cakes and confectionery, ice cream, cocoa, chocolate and chocolate products, as well as other snacks that were previously suspended on 21 April.

- 3.2. Retail outlets of food, including cakes and confectionery, packaged snacks and desserts may be opened for takeaway and delivery only.
4. However, **standalone stores (excluding those in hawker centres, food courts and coffeeshops) predominantly selling beverages<sup>1</sup> must remain closed** during the Circuit Breaker period<sup>2</sup>. Online retail of these products is allowed, only if they are fulfilled from the licensed central kitchen of the F&B establishment (if applicable).
5. **F&B outlets (including food vending machines) in parks<sup>3</sup> will remain closed.**
6. Please refer to **Annex 1** for the types of F&B establishments and **Annex 2** for the types of Food Manufacturers that can resume operations. The full list of activities that can resume operations can be found at <https://covid.gobusiness.gov.sg/essentialservices>.

#### **Takeaway and/or delivery only for F&B operations that can continue**

7. All F&B establishments that are allowed to continue operations can only do so for **takeaway and/or delivery** during the Circuit Breaker period. Dining-in is not permitted.
8. While customers and delivery personnel are allowed to enter the premises of the F&B establishments for takeaway or delivery, they must leave the premises once they have picked up their orders. F&B establishments can refer to the [Advisory for Delivery Businesses](#) for guidelines on the delivery requirements.
9. As more customers are expected to order takeaways during this period, we strongly encourage everyone to bring their own clean and reusable containers when buying food. This will not only help to reduce the amount of waste generated, but will also ease the demand on disposable food containers. Establishments should allow customers to do so when ordering takeaways.

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<sup>1</sup> Terms and conditions apply for outlets selling predominantly beverages with commercial arrangements to cross-sell their products. Refer to <https://covid.gobusiness.gov.sg/faq> for details. Both parties are to apply for such cross-selling arrangements at [food\\_division@enterprisesg.gov.sg](mailto:food_division@enterprisesg.gov.sg).

<sup>2</sup> There is no change to the operations for food stalls in hawker centres, coffeeshops and food courts – they are allowed to continue with their operations in entirety.

<sup>3</sup> Hawker centres located in parks can continue operations.

## **Safe Management Measures – Customer-facing operations**

10. F&B establishments' customer-facing operations must adhere to the following measures on **contact tracing, safe distancing and cleanliness**:

### Support contact tracing requirements

- 10.1. During the Circuit Breaker period, F&B establishments open for only **takeaway and/or delivery**, are not required to implement SafeEntry<sup>4</sup> for customers for now.

### Reduce physical interaction and ensure safe distancing

- 10.2. Use floor markers to clearly demarcate queue lines and put up signage for customers queuing to order food.
- 10.3. Demarcate a waiting area for customers and delivery personnel to pick up their food.
- 10.4. Implement pre-ordering and payment solutions where possible to minimise physical clustering of customers waiting to place or pick up their orders.
- 10.5. Encourage the use of self-checkouts, cashless or contactless payment to reduce contact between employees and customers.
- 10.6. Implement contactless pick-up of food where possible to minimise interactions.
- 10.7. Ensure that customers and delivery personnel observe at least one-metre spacing at all times and do not cluster together.

### Require personal protective equipment

- 10.8. Ensure that all customers, delivery personnel and other on-site personnel put on their masks properly at all times<sup>5</sup>.

### Ensure cleanliness

- 10.9. Place hand sanitisers in close proximity to high touch surfaces like door handles so that customers can sanitise their hands after touching these surfaces.

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<sup>4</sup> For more information on SafeEntry, please go to <https://www.safeentry.gov.sg/deployment>

<sup>5</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.

- 10.10. Ensure regular cleaning and disinfection of common spaces and items.
  - 10.10.1. Counters where customers are served and menus where there is high human contact.
  - 10.10.2. Toilets and bins which are accessed by the public.
  - 10.10.3. Interactive components within the establishment (e.g. smart kiosks), where applicable.

#### Ensure clear communications

- 10.11. Put up simple signage and train service personnel to provide clear communication to customers on safe distancing measures.

### **Safe Management Measures – Workplace premises**

- 11. F&B establishments must also put in place a system to implement Safe Management Measures to provide a safe working environment for employees and minimise risks of further outbreaks.

#### Implement a system of Safe Management Measures at workplaces

- 11.1. **Implement a detailed monitoring plan** to ensure compliance with Safe Management Measures and that issues (e.g. remedy of non-compliance, risk mitigation) are resolved in a timely manner.
- 11.2. **Appoint Safe Management Officer(s) (SMO)** to assist in the implementation, coordination and monitoring of the system of Safe Management Measures at the workplace. For unionised companies, union leaders or Workplace Safety and Health officers could be appointed as SMOs. The duties of the Officer(s) include:
  - 11.2.1. **Coordinating the implementation of Safe Management Measures:**  
This includes identifying relevant risks, recommending and assisting in implementing measures to mitigate the risks, and communicating the measures to all personnel of the workplace.
  - 11.2.2. **Conducting inspections and checks:** Officer(s) must conduct inspections and checks to ensure compliance at all times. Any non-compliance found during the inspections should be reported and documented.

- 11.2.3. **Remedying non-compliance:** Immediate action should be taken to remedy any non-compliance found during the inspections and checks.
- 11.2.4. **Keeping records of inspections and checks:** Records of the inspections and checks conducted and corrective actions taken must be kept and made available upon request by a Government Inspector.

Reduce physical interaction and ensure safe distancing at workplaces

- 11.3. **Stagger working and break hours:** Employers must implement staggered working and break hours to reduce possible congregation of employees at all common spaces.
  - 11.3.1. The staggered working hours must be implemented over at least three 1-hourly blocks, with not more than half of the employees reporting to work within each 1-hour block. For example, if the normal working hours are from 9am to 6pm, employers could stagger employees' reporting time at one-hour intervals between 7.30am and 10.30am (e.g. 7.30am to 8.30 am, 8.30am to 9.30am and 9.30am to 10.30am), with corresponding staggered time for end of work. Timing of lunch and other breaks must also be staggered.
  - 11.3.2. Where possible, reporting and ending time should not coincide with peak-hour travel, especially if employees require the use of public transport.
  - 11.3.3. If it is not feasible to implement staggered working and break hours due to operational reasons, employers must implement other systems to reduce congregation of employees at common spaces (e.g. arrange for different groups of employees to arrive/depart through different entrances/exits).
  - 11.3.4. Employees may consume their meals at the food establishment itself, but employers must:
    - a. Designate and clearly demarcate a dining area for employees only.
    - b. Stagger meal times.
    - c. Employees should dine alone and keep a distance of at least one metre from another individual.
    - d. Employees should dine quickly and leave the designated dining area in a clean state after they have had their meals.

- e. Coffeeshop and food court stall operators may consume their meals at the tables in front of their stalls, and should adhere to the measures stated in 11.3.4b, c and d.
- 11.4. **Implement shift or split team arrangements:** Employers must split employees at workplace premises into teams, with each team restricted to one worksite, where applicable. No employee should work in more than one team or worksite.
- 11.4.1. **There must be no cross-deployment or interaction between employees in different shifts, teams or worksites, even outside of work.** Employers will need to ensure clear separation of employees on different shifts or split teams, such as implementing human traffic management measures and stepping up cleaning of common areas during shift or split team changeovers.
  - 11.4.2. 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 (e.g. minimise the number of premises that workers are cross-deployed to, put in place systems to ensure no direct contact with the cross-deployed personnel).
- 11.5. In the situation where physical interaction is required in the workplace, precautions should be taken to **ensure clear physical spacing of at least one metre between all personnel at all times, where feasible.** F&B establishments are encouraged to reduce the number of employees on-site, particularly for smaller premises, in order to allow for safe distancing,
- 11.5.1. The physical distancing must also be applied to common spaces, including but not limited to entrances/exits, lifts, pantries/canteens, meeting room areas and vehicles/company transport where congregation or queuing of employees or visitors/clients might occur, where reasonably practicable.
  - 11.5.2. Employers who are service buyers should also require their suppliers/contractors to implement similar safe distancing measures, so that operations and business interactions with these suppliers/contractors are kept safe. Where physical interactions are still necessary, e.g. delivery of goods, employers must adopt precautionary measures such as scheduling delivery times by different

suppliers in a staggered manner. The durations of such transactions should be kept as short as possible.

#### Support contact tracing requirements

- 11.6. **Record proximity data on phones:** To help MOH to quickly identify potential close contacts of COVID-19 patients to reduce disease transmission, **employers should encourage all employees to download and activate the TraceTogether app.** Data recorded by TraceTogether is stored on the user's phone, and is only uploaded when required by MOH, e.g. when the user is suspected to have COVID-19.
- 11.7. **Control access at the workplace:** Employers must limit access to the workplace to only essential employees and authorised visitors (e.g. suppliers and contractors). The **SafeEntry visitor management system must be used to record the entry of all personnel (including employees and visitors)** entering the workplace. Personnel who are unwell will be refused entry to the workplace.

#### Require personal protective equipment and observe good personal hygiene

- 11.8. **Wearing of masks at the workplace:** Employers must ensure that all on-site personnel, including employees, suppliers and contractors, wear a mask properly and other necessary personal protective equipment<sup>6</sup> at all times at the workplace, except during activities that require masks to be removed<sup>7</sup>. This requirement also applies to all personnel engaged in the sale and preparation of food and drinks at SFA-licensed food establishments. Employers must ensure that they have sufficient masks for all employees, factoring in the need to replace masks due to workplace conditions (e.g. humidity). Where possible, employers should consider improving the working environment for employees to enable them to sustain the wearing of masks.

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<sup>6</sup> Masks for general office workplaces; for other workplace settings, please refer to sector-specific guidelines.

<sup>7</sup> The requirement for masks to be worn can be waived when carrying out, in the course of employment, an activity that requires that no mask may be worn, or that it must be removed in order that other equipment may be worn or used, to carry out that activity, or when riding a motorcycle in the course of employment or otherwise.

- 11.9. **Observing good personal hygiene:** Employers should encourage their employees to observe good personal hygiene, e.g. wash their hands regularly and refrain from touching their faces.

Ensure cleanliness of workplace premises

- 11.10. **Step up cleaning of workplace premises:** Employers must ensure that machinery and equipment shared between employees across different shifts or alternate teams are cleaned and disinfected before changing hands. The sanitation and hygiene advisories<sup>8</sup> disseminated by the National Environmental Agency (NEA) must be adhered to.
- 11.11. **Provision of cleaning and disinfecting agents** at the following areas:
- 11.11.1. Cleaning agents (e.g. hand soap, toilet paper) must be available at all toilets and hand-wash stations.
  - 11.11.2. Provide hand sanitisers to frontline personnel who handle cash and other items, and are unable to wash their hands frequently with soap and water. These personnel should sanitise their hands after handling cash and before handling food-related items such as packaging and utensils.

Implement health checks and protocols to manage potential cases

- 11.12. **Conduct regular temperature screening and declarations for all on-site employees and visitors:** All employers must require employees and visitors to conduct regular temperature screening; and check for respiratory symptoms for all employees twice daily, and visitors where relevant. Employees must submit the following declarations daily, while visitors must do so before being allowed to enter premises:
- 11.12.1. Travel history;
  - 11.12.2. That they have not received a quarantine or isolation order, Stay-home notice, or issued medical certificates for respiratory symptoms; and
  - 11.12.3. That they are not a close contact of confirmed cases.

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<sup>8</sup> <https://www.nea.gov.sg/our-services/public-cleanliness/environmental-cleaning-guidelines>



- 11.13. Employers must keep declaration records for all personnel (employees and visitors) for at least 28 days for inspection purposes.
- 11.14. **Adherence to travel advisories:** Employers should ensure that their employees adhere to MOH's prevailing travel advisory.
- 11.15. **Ensure employees do not clinic-hop:** Where possible, employers must ensure that an employee visits only one clinic for check-ups if unwell. Otherwise, employees must inform the clinic of all recent doctor visits over past 14 days for any symptoms that may be related to COVID-19 (including but not limited to typical symptoms such as fever, cough and shortness of breath).
- 11.15.1. Employees at the workplace who have visited a clinic must submit to their employers records of their Medical Certificates (MC) and diagnoses provided (only for COVID-19-related symptoms, including acute respiratory infections), and test results, if they were tested for COVID-19.
- 11.15.2. Preventive action must be taken to guard against incipient outbreaks at the workplace, such as requiring employees on MCs to closely monitor their health before returning to the workplace and requiring these employees' close contacts at the workplace to monitor their health more regularly.
- 11.16. **Management of unwell cases:** An evacuation plan must be prepared for unwell or suspect cases, as well as for other on-site personnel.
- 11.16.1. Any employee who is feeling unwell or showing symptoms of illness should report to his employer, leave the workplace and consult a doctor immediately, even if symptoms may appear mild. Employers must track and record these cases as part of safe management measures.
- 11.16.2. For incapacitated or unconscious individuals, employers must clear the area of other personnel and administer aid immediately. Employers should call 995 for an emergency ambulance to ferry them to the nearest hospital.
- 11.17. **Management of confirmed cases:** A follow-up plan must be put in place in the event of a confirmed case. Upon being notified of a confirmed case, employers must adopt the following precautionary measures:

11.17.1. Immediately vacate and cordon-off the section of the workplace premises where the confirmed case worked. There is no need to vacate the building or the whole floor if there had been no sustained and close contact with the confirmed case; and

11.17.2. Carry out a thorough cleaning and disinfecting all relevant on-site areas and assets that were exposed to the confirmed case, in accordance to NEA guidelines.

11.18. For worksites with confirmed cases, businesses could be suspended if there are public health grounds to do so.

### **Enforcement of measures**

12. Employers, employees and customers must exercise social responsibility by observing good personal hygiene and monitoring their health condition.

13. Government agencies will be stepping up enforcement of these safe distancing 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.**

14. Businesses that do not implement or comply with the government's safe distancing advisories may also be ineligible for government grants, loans, tax rebates and other assistance.

**Annex 1: List of F&B categories that can resume operations**

**Annex 2: List of manufacturing facilities that can resume operations**

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

**Updated as of 9 May 2020**

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**List of F&B establishments that can resume activities from 12 May 2020**

F&B establishments allowed to resume operations will not be required to seek exemption individually before resuming operations. Instead, they are granted a class exemption to resume businesses during this period.

Category	Examples (non-exhaustive list)	From 12 May 2020
Snacks	Packaged snacks and loose snacks including nuts, potato chips, popcorn, bak kwa  Cheese	Can resume operations
Desserts	Red/ green bean soup, grass jelly  Ice cream, yoghurt  Cakes, cupcakes, waffles, chocolate, cookies, sweet pastries, donuts	Can resume operations

**List of F&B establishments that must remain closed**

- A) All F&B establishments (including food vending machines) located in parks, regardless of what they sell, must suspend their operations. Takeaway and/or delivery will also not be allowed. Hawker centres located in parks need not suspend their operations.
- B) Specialised stores and outlets that predominantly sell the following:

Category	Examples (non-exhaustive list)	From 12 May 2020
Beverages	Drinks, including bubble tea, fruit juice, smoothies, soya bean  Alcoholic beverages including liquor, wine, beer  Coffee and tea	To remain closed

Stalls in hawker centres, coffeeshops and food courts can continue to operate in their entirety.

**Manufacturing operations that can resume from 12 May 2020**

Manufacturing businesses allowed to resume operations will not be required to seek exemption individually before resuming operations. Instead, they are granted a class exemption to resume businesses during this period.

	Description	From 12 May 2020
1	Manufacture of chocolate and chocolate products	Can resume operations
2	Manufacture of chips, crackers and other titbits (excluding biscuits and confectionery)	
3	Manufacture of ice-cream	
4	Manufacture of cocoa and chocolate powder from beans	
5	Manufacture of non-chocolate confectionery (e.g. sweets, toffees, crystallised fruits, chewing gum)	
6	Manufacture of cakes and confectionery	

On-site baking of cakes and confectionery at retail stores is also allowed.