

JOINT ADVISORY

MR No.: 030/21

Updated Advisory for Safe Management Measures at Food & Beverage Establishments

1. The Multi-Ministry Taskforce (MTF) announced on 14 May 2021 that safe management measures will be further tightened to reduce the risk of COVID-19 community spread, with effect from 16 May through 13 June 2021.
2. To provide a safe environment for customers and workers, food and beverage (F&B) establishments currently in operation must implement [Safe Management Measures \(SMMs\)](#), 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.

Latest updates for F&B establishments

4. F&B establishments are to comply with the following **from 16 May through 13 June 2021**:
 - 4.1. **All F&B establishments can only open for takeaway and/or delivery during this period. Dining-in is not permitted; this includes home-based private dining businesses.**
 - 4.1.1. 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.
 - 4.1.2. During this period, F&B establishments should cancel all events and promotions that will generate crowding at their physical premises in a manner which is non-compliant with the SMMs.
 - 4.2. **Employees of F&B establishments may consume their meals at the F&B premises¹.** However, the establishment must ensure that the following safe management measures are observed:

¹ This includes all F&B establishments such as those in shopping malls, industrial estates, coffeeshops and hawker centres. Malls may designate spaces for mall employees to consume their meals, but all the guidelines in paragraph 4.2 must be adhered to.

- 4.2.1. Designate and clearly demarcate a dining area for employees only. The designated area should be out of public view wherever possible.
 - 4.2.2. Stagger employees' meal times.
 - 4.2.3. Employees must dine alone and keep a distance of at least one metre from any other individual. They should refrain from interacting with other individuals.
 - 4.2.4. Employees should dine quickly and leave the designated dining area in a clean state after they have consumed their meals.
 - 4.2.5. Employees must wear their masks as soon as they have finished eating or drinking.
 - 4.2.6. Coffeeshop and food court stall operators may consume their meals at the tables in front of their stalls. They should also adhere to the measures stated in paragraphs 4.2.2, 4.2.3, 4.2.4 and 4.2.5.
- 4.3. F&B establishments may serve as venues for wedding solemnisations and/or work-related events by third parties and are required to comply with the SMMs for these events². **However, as wedding receptions are not allowed, food and drinks are not permitted to be served at wedding solemnisations. Food and drinks are also not allowed at work-related events.**

Work-related events

5. Work-related events (both non customer-facing and customer-facing³) can be held within the workplace premise and third-party venues. Prevailing guidelines for the respective event venues will apply.
- 5.1. Non customer-facing events:
 - 5.1.1. Events held in F&B establishments are subject to a cap of 50 persons or a lower number, depending on venue capacity and safe distancing requirements.
 - 5.1.2. At least one-metre spacing between individuals must be maintained at all times.
 - 5.1.3. Food and drinks are not allowed.
 - 5.1.4. Prevailing SMMs as indicated in MOM's Requirements for Safe Management Measures at the workplace⁴ continue to apply.
 - 5.2. Customer-facing events:
 - 5.2.1. Events organised by F&B establishments within their own F&B premises are subject to the maximum number of individuals that the venue may accommodate after safe distancing measures are adhered to.
 - 5.2.2. Events organised by external parties at F&B establishments (where the F&B premises now function as a third-party venue) are subject to a cap of 50 persons (excluding service staff) or a lower number, depending on venue capacity and safe distancing requirements.
 - 5.2.3. Food and drinks are not allowed.
 - 5.2.4. Each group must be limited to a maximum of 2 persons, with at least one-metre spacing between groups.
 - 5.2.5. Food fairs are not permitted.
 - 5.2.6. All other prevailing workplace and venue SMMs must be adhered to.

² Refer to the advisory at the [GoBusiness portal](#) for the SMMs on Marriage Solemnisations and Wedding Receptions.

³ Non customer-facing events include conferences, seminars, corporate retreats, etc, while customer-facing events include product launches, F&B establishment openings, marketing/branding events etc. Social and recreational gatherings (e.g. farewell lunch, team bonding activity) at the workplace are disallowed.

⁴ Refer to [MOM's Requirements for Safe Management Measures at the Workplace](#).

- 5.3. Such events are not permitted at public and common areas such as mall atriums, public transport nodes, HDB estates and common corridors.

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. **Queue management**

- 6.1.1. Clearly demarcate queue lines, put up signage to guide customers on where to queue to order and collect food, and ensure at least one-metre spacing between customers.
- 6.1.2. Demarcate a waiting area for customers and delivery personnel to pick up their food.
- 6.1.3. Implement pre-ordering and pre-payment solutions where possible to minimise physical clustering of customers waiting to place or pick up their orders.
- 6.1.4. Encourage the use of self-checkouts, cashless or contactless payment methods to reduce contact between employees and customers.
- 6.1.5. Implement contactless pick-up of food where possible to minimise interactions.
- 6.1.6. Ensure that customers and delivery personnel observe at least one-metre spacing at all times and do not cluster together.

6.2. **Crowd management**

- 6.2.1. Radio broadcasts, all forms of television, film and video screenings⁵ and the provision or allowance of other forms of public entertainment activities such as live music, dancing and singing (by employees or customers), amusement devices, darts, billiards, pool, snooker, karaoke, gambling and/or gaming instruments (e.g. dice, mahjong tiles, playing cards)⁶ in the F&B premises are not permitted.
- 6.2.2. Recorded music, speech and sounds may be played, but only as soft background music⁷. This must not be louder than 60 decibels. As a gauge, this would be the sound level of a regular conversation.
- 6.2.3. Common play areas for children/toddlers/infants in F&B establishments⁸ must be closed.

6.3. **Contact tracing**

- 6.3.1. As dine-in services are not allowed, F&B establishments are not required to implement SafeEntry for customers. However, all F&B establishments must require their employees and vendors to do SafeEntry check-in, and transit to TraceTogether-only SafeEntry when this is implemented from 17 May 2021. Refer to **Annex A** for details on the implementation of TraceTogether-only SafeEntry.

⁵ Except for advisory videos related to safe management measures. Static images and a carousel of static images on a digital screen (e.g. of menus and promotional items) without sound are not considered to be TV/video screenings.

⁶ The list of gaming instruments is as stated in the Common Gaming House (Instruments and Appliances for Gaming) Rules.

⁷ If there is an employee assisting with playing the recorded music, there must be no live interaction with customers or the use of microphones and turntables for the mixing of music. He/she should, for instance, not be positioned on an elevated platform or in a dedicated booth for the purpose of performance, or which could resemble a performance.

⁸ These play areas refer to the facilities provided free-of-charge in the establishments.

- 6.3.2. **From 15 June 2021, F&B establishments required to deploy SafeEntry for customers and visitors will need to provide the SafeEntry Gateway⁹ (SEGW) as an option for SafeEntry check-in.** SEGW is available as a feature within the SafeEntry (Business) App (updated to version 1.1.0 and above) and as a physical standalone device (SEGW Box). These F&B establishments may apply for a free SEGW Box¹⁰.

6.4. **Cleanliness and hygiene**

- 6.4.1. F&B establishments must ensure that all employees, customers, delivery personnel and other onsite personnel wear their masks properly at all times. Employees who are eating or drinking onsite must wear their masks immediately after doing so.
 - 6.4.2. F&B establishments must ensure that common spaces and items, high-touch surfaces (e.g. counters, menus) and interactive components (e.g. tablets, smart kiosks) are frequently cleaned/disinfected.
 - 6.4.3. Communal amenities for self-service (e.g. drink dispensers and condiment stations) must not be used¹¹.
 - 6.4.4. Self-service food samples must not be provided.
 - 6.4.5. Hand sanitisers should be made available to employees and customers at common touchpoints (e.g. entry/exit doors, cashiers). Employees handling cash and other payment modes (e.g. credit cards) should clean or sanitise their hands before handling food and food packaging.
7. F&B establishments should put up clear signages to remind customers to comply with safe management requirements where applicable, and train and deploy service personnel to provide clear communication to customers on SMMs.
 8. F&B establishments should allow customers to use their own clean and reusable containers when ordering takeaways. This will help to reduce the amount of waste generated and ease the demand for disposable food containers.
 9. Refer to **Annex B** for other recommended guidelines.

Safe Management Measures – Workplace premises¹²/Back-of-house/Kitchen

10. 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](#).

Enforcement of measures

11. Government agencies will be conducting inspections to check on the proper implementation of the SMMs. **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.**

⁹ The SEGW enables contactless detection of both the TraceTogether App and Token, and serves as an additional means of SafeEntry check-in that is quicker and more seamless. It also allows users to check if their Token has run out of battery or is not working.

¹⁰ Refer to go.gov.sg/gateway-overview for how to implement the SEGW and apply for a free SEGW Box.

¹¹ F&B establishments are allowed to place condiments and cutleries at their stall counters, as long as these are within sight of and managed directly by the employees.

¹² Refers to the F&B establishments' back-of-house operations involving employees, including at offices, warehouses and manufacturing facilities.

12. Businesses that do not implement or comply with the government's requirements on SMMs may be ineligible for government grants, loans, tax rebates and other assistance, and may also be subject to temporary closures.

Annex A – Details of SafeEntry check-in and TraceTogether-only SafeEntry implementation

Annex B – Other recommended guidelines for customer-facing operations

Issued by:

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

Updated as of 15 May 2021

Details of SafeEntry check-in and TraceTogether-only SafeEntry implementation

When dine-in operations can resume, F&B establishments must implement SafeEntry for customers and visitors, with the exception of those that only provide takeaway and/or delivery, with no dine-in services. However, all F&B establishments must require their employees and vendors to do SafeEntry check-in, and transit to TraceTogether-only SafeEntry when this is implemented from 17 May 2021.

- **Before 17 May 2021**, SafeEntry check-in can be done by:
 - i) Scanning of the SafeEntry QR code using a QR code scanner on a smartphone;
 - ii) Using the SingPass App;
 - iii) Using the TraceTogether App;
 - iv) Presenting the TraceTogether Token QR code or ID card to the camera/2D scanner linked to SafeEntry (Business) App for scanning; or
 - v) Bringing the TraceTogether Token or App close to a SEGW.
- **From 17 May 2021**, when TraceTogether-only SafeEntry is implemented at F&B establishments¹³, SafeEntry check-in can only be done by:
 - i) Scanning the SafeEntry QR code using the TraceTogether App;
 - ii) Presenting the TraceTogether Token QR code to the camera/2D scanner linked to SafeEntry (Business) App for scanning; or
 - iii) Bringing the TraceTogether Token or App close to a SEGW.
- To help ease the transition, scanning of barcodes on ID cards will be retained until 31 May 2021. Following which, ID cards can only be used under extenuating circumstances. For more information, please refer to the FAQs on www.safeentry.gov.sg.
- **In addition, from 15 June 2021, F&B establishments required to deploy SafeEntry for customers and visitors will need to provide the SEGW as an option for SafeEntry check-in.** SEGW is available as a feature within the SafeEntry (Business) App (updated to version 1.1.0 and above) and as a physical standalone device (SEGW Box). These F&B establishments may apply for a free SEGW Box¹⁴.
- **To prepare for the implementation of TraceTogether-only SafeEntry, F&B establishments should already accept TraceTogether Tokens as a mode of SafeEntry check-in¹⁵.** Businesses that accept ID cards for check-in will be able to accept Token for check-in if they are already using (i) a smartphone loaded with the SafeEntry (Business) App setup, (ii) a laptop and scanner setup if the scanner can scan barcode and QR code, or (iii) a SEGW App or SEGW Box.
- For avoidance of doubt, TraceTogether Token check-in and SEGW both refer to the mode of check-in, while TraceTogether-only SafeEntry refers to the overall programme which will permit only TraceTogether modes of check-in (i.e. TraceTogether App or Token).

¹³ All F&B establishments must require their staff to do SafeEntry check-in using TraceTogether-only SafeEntry when this is implemented from 17 May 2021.

¹⁴ Refer to go.gov.sg/gateway-overview for how to implement the SEGW and apply for a free SEGW Box.

¹⁵ TraceTogether Token check-in is done by premises scanning the QR codes on the TraceTogether Tokens of customers, vendors and visitors. Refer to <https://go.gov.sg/token-scanning> to find out how to implement Token check-in mode.

Other recommended guidelines for customer-facing operations

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 digital systems or take customers' details and call them when their orders are ready.
- Where practicable, separate the queues from the waiting areas for takeaway customers and delivery personnel.
- Queueing in groups should be discouraged.

C. Crowd Management

- F&B establishments should avoid activities that would attract large crowds inside and outside of their premises (e.g. aggressive hourly deals).
- Where practicable, collection and delivery from store should be spaced out and contactless¹⁶.
- 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.

D. 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 coming into contact with high touch surfaces and devices.

E. Use of F&B establishments as a third-party venue for work-related events

- If an F&B outlet is used as a third-party event space, as a best practice, only one event should be held in the outlet at a time. If not feasible, each third-party event should be clearly demarcated from the others. Each area should be completely separated by either a solid partition (at least 1.8-metre high, from wall to wall); or a minimum three-metre spacing demarcated by continuous physical barriers (e.g. plexiglass screens, barricade tape, queue poles). There must be no mixing or intermingling of guests from separate events.

¹⁶ 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 come into contact with orders that are not their own.