

JOINT ADVISORY

MR No.: 012/20

Advisory on Safe Distancing Measures at Retail Establishments

1. On 13 March 2020, the Ministry of Health (MOH) announced various safe distancing measures¹ to be taken to reduce the risk of local spread of COVID-19. Such measures are to limit large numbers of people gathering in close proximity over a prolonged period of time.
2. Enterprise Singapore (ESG) and the Singapore Tourism Board (STB) have drawn up safe distancing measures for retail establishments to provide a safer shopping experience. This advisory would apply to all retail establishments, including retail outlets, supermarkets, department stores and shopping malls.

Safe distancing measures for retail establishments:

3. **Crowd and queue management:**
 - a. Space out the queueing of shoppers (at least one metre apart) for fitting rooms and at cashiers
 - b. Use floor markers to mark queueing positions for shoppers
 - c. Encourage the use of self-checkouts, and cashless or contactless payment to speed up the processing of payment and reduce cash-handling
 - d. Limit the number of shoppers within the store to allow for at least a metre spacing between them. This can be done by letting shoppers into the store progressively².

¹ Additional precautionary measures to prevent further importation and spread of COVID-19 cases: <https://www.moh.gov.sg/news-highlights/details/additional-precautionary-measures-to-prevent-further-importation-and-spread-of-covid-19-cases> (Ministry of Health, 13 March 2020)

² Supermarkets, however, are advised not to create queues outside their stores but explore alternative for crowd control measures

4. **Communication:**

- a. Train service staff to provide clear communication on safe distancing measures
- b. Put up simple signage to clearly communicate these practices to shoppers

Other measures to ensure the well-being of shoppers:

5. These safe distancing measures complement the sanitation and hygiene practices recommended under the SG Clean campaign. These include temperature screening and health declaration by employees; implementation of cleanliness and hygiene practices; as well as compliance with MOH health advisories.
6. In addition, retail establishments should:
 - a. Place hand sanitisers in close proximity to high touch surfaces like door handles so that staff and shoppers can sanitise their hands after touching these surfaces
 - b. Conduct frequent disinfection of common spaces and increase frequency of cleaning of high touch surfaces and interactive components such as self-checkout kiosks
 - c. Remove product testers and samples that require customer contact, e.g. cosmetics and food samples
7. In implementing the abovementioned measures, employers should establish open communication channels with their staff and shoppers. Employers, staff and shoppers are reminded to exercise social responsibility by observing good personal hygiene, monitoring their health conditions. Those who are unwell, even with mild flu-like symptoms, should see a doctor and stay at home to prevent spreading illness to others.
8. The Government also encourages trade associations and chambers to explain these precautionary measures to their respective members. We seek your understanding on the safe distancing arrangements and your cooperation in adopting these measures.

**Enterprise Singapore
Singapore Tourism Board**

20 March 2020

Frequently asked questions (FAQs)

1. **Is it mandatory for retail establishments to exercise safe distancing?**

Retail establishments are required to comply with safe distancing measures. These precautionary measures can help reduce the risk of local spread of COVID-19. Businesses which do not implement or comply with the government's safe distancing advisories may be ineligible for government grants and loan assistance.

2. **Smaller retail establishments may find it challenging to practise safe distancing. Any recommendations for them?**

The Government understands that smaller retail establishments might experience space constraints when implementing safe distancing measures. The general principle is for retail establishments to regulate the number of shoppers within the store, so that a metre spacing between them could be maintained while retail operations continue normally.

MIND THE GAP

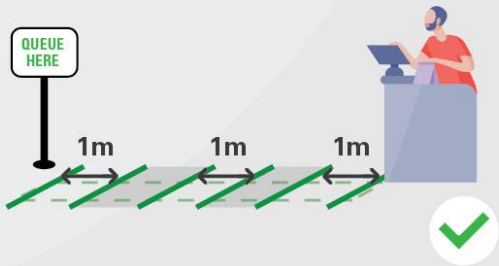
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CROWD AND QUEUE MANAGEMENT

Space out the queueing of shoppers (at least 1 metre apart) for fitting rooms and at cashiers



Use floor stickers to mark queueing positions



Encourage the use of self-checkouts, and cashless or contactless payment to reduce cash-handling



Limit the number of shoppers by letting them into the store progressively



COMMUNICATION

Train service staff to explain safe distancing measures



Put up simple signage



For more information, visit

enterprisesg.gov.sg/covid-19/safe-distance



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