

**FOR IMMEDIATE REPORTING**

**Tightened List of Essential Services and Measures for Workplaces  
Which Remain Open**

1. On 21 April 2020, the Multi-Ministry Taskforce announced that fewer businesses will be permitted to operate during the Circuit Breaker. This will further reduce the number of workers who have to physically go to work, so that we can minimise the movement and interaction of people, and curb the spread of COVID-19. Supermarkets and wet markets will continue to operate as per normal during the Circuit Breaker and Extended Circuit Breaker period.

Tighten list of services

2. From 21 April 2020, we will introduce three additional measures targeted at workplaces.

3. First, **we will suspend the operations of less critical consumer services with effect from 21 April 2359 hrs.** For example, within the F&B sector, standalone outlets (excluding those in hawker centres, food courts and coffeeshops) that sell only beverages, packaged snacks, confectioneries or desserts will be required to close their outlets. All other F&B outlets that sell meals can continue to remain open for takeaway and delivery services only. Hairdressing and barber services will be required to close their outlets. The list of activities that will be allowed to continue to operate will be updated at <https://covid.gobusiness.gov.sg/essentialservices>.

4. Second, **we will place additional restrictions on selected consumer-facing businesses to further reduce customer interactions with effect from 21 April 2359 hrs.** For example, optician shops can operate by appointment only, and can no longer accept walk-in customers. Pet supplies stores and retail laundry services must close their physical stores, but are permitted to provide online sales and delivery.

5. Third, **we will reduce the number of businesses allowed to operate at their work premises**, especially businesses that are less critical for daily living or to maintain essential supply chains. This will mean that some businesses which are currently permitted to operate at their work premises will be required to suspend their on-site activities. The affected businesses will be notified by the Ministry of Trade and Industry and will have 24 hours upon notification to wind down their business operations completely. While this may mean some degradation of services, it is necessary to further reduce the number of workers in essential firms and minimise the risks of transmission among workers.

### Additional safeguards against community transmission

6. In order to better guard against community transmission in popular hotspots, temperature screening will be conducted at all supermarkets and malls with effect from 22 April 2020. Patrons visiting popular malls and supermarkets will also be required to furnish their particulars for contact tracing.

7. For workplace premises which remain open, employers must put in place effective measures to avoid transmission of COVID-19 at and across workplace premises. This includes not allowing teams working in different locations to interact physically with one another<sup>1</sup>, implementing safe distancing measures at every workplace premise, and ensuring workers wear masks at the workplaces. All workers who are permitted to work during the Circuit Breaker are required to use SafeEntry, a digital check-in application, that logs their workers' entry into and exit from their workplaces, to ensure that contact tracing can be done expeditiously. More information on SafeEntry's deployment at work premises can be found at [go.gov.sg/safeentry](https://go.gov.sg/safeentry).

8. Employers are also required to ensure that their foreign workers have appropriate housing options to mitigate against the spread of COVID-19. As announced by the Multi-Ministry Taskforce, with effect from 21 April 2020, 2359hrs, daily movement of workers in and out of all dormitories (i.e. Purpose Built Dormitories, Factory Converted Dormitories, Construction Temporary Quarters and Temporary Occupation Licence quarters) will no longer be allowed. In line with the requirement for business which can continue operating at their work premises to register and reduce the number of workers allowed to work on-site to a minimum, workers living in the dormitories who had earlier been allowed to commute to work will no longer be allowed to do so.

9. Employers should inform affected workers of the new condition. Employers should also ensure that food will be provided to their workers living in the respective living quarters. This can be arranged with the dormitory operators if they are already catering food for the workers. Employers can also make their own arrangements to ensure that food will be delivered to workers. The workers must remain in their residence as much as possible to reduce the risk of transmission.

### Extension of circuit breaker

10. With the extension of the circuit breaker period until 1 June 2020 (inclusive), businesses which had been earlier received approvals by the Ministry of Trade and Industry to operate during the original Circuit Breaker

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<sup>1</sup> Essential service personnel working in supermarkets and pharmacies may need to move between different premises in the course of carrying out their job functions, for example, logistics and delivery workers, merchandisers, drivers, and pharmacists. These can continue with the appropriate safe distancing measures in place.

period from 7 April 2020 to 4 May 2020 can continue doing so until 1 June 2020. The Ministry of Trade and Industry will notify those businesses that have to suspend operations.

**Annex A: Advisory on F&B Establishments**

**Annex B: Advisory on Retail Establishments**

**MINISTRY OF TRADE AND INDUSTRY**

**21 APRIL 2020**

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## Annex A: Advisory on F&B Establishments

### **Tightening Safe Distancing Measures at Food & Beverage Establishments**

1. On 21 April 2020, the Multi-Ministry Taskforce announced the suspension of less critical consumer services during the Circuit Breaker period, to further minimise the movement and interaction of people.
2. In line with this, Enterprise Singapore (ESG), Housing & Development Board (HDB), Singapore Food Agency (SFA), Singapore Tourism Board (STB) and Urban Redevelopment Authority (URA) are making further changes to the operational guidance on the permissible activities and safe distancing measures for food and beverage (F&B) establishments. All F&B establishments must comply with these measures. The information in this advisory supersedes those in any previous advisories or statements.

### Suspension of specific F&B operations

3. **With effect from 21 April 2359hrs, the on-site operations of specialised stores and outlets retailing predominantly beverages, confectionaries, packaged snacks and desserts (refer to Annex 1 for examples), as well as F&B outlets (including food vending machines) in parks<sup>2</sup> will be suspended.** Online retail of these products is allowed, only if they are fulfilled from the licensed central kitchen, manufacturing facility or warehouse of the F&B establishment (if applicable). The manufacturing facility must not be part of the list indicated in Annex 2, in line with restrictions to reduce the number of businesses allowed.
4. The new restrictions are for individual outlets selling the above types of food. The food stalls in hawker centres, coffeeshops and food courts are allowed to continue with their operations, including food stalls selling the above types of food.

### F&B operations that can continue

5. **All other F&B establishments (including outlets that sell hot/cooked snacks or breads) are allowed to continue operations.** These can operate for takeaway and/or delivery only during the Circuit Breaker period. Dining-in is not permitted.
6. Those that do not currently offer takeaway and/or delivery can start to do so. While patrons 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.

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<sup>2</sup> Hawker centres located in parks can continue operations.

7. As more patrons 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 patrons to do so when ordering takeaways.

### **Safe distancing measures**

8. Establishments in operations must adhere to safe distancing measures to minimise crowding within their premises:
  - a. Clearly demarcate queue lines and put up signage for i) patrons queuing to order food, and ii) waiting area for patrons and delivery personnel to pick up their food.
  - b. Ensure that patrons and delivery personnel observe at least one-metre spacing at all times and do not cluster together.
  - c. Implement pre-ordering and payment solutions where possible to minimise physical clustering of patrons waiting to place or pick up their orders.
  - d. Implement contactless pick-up of food where possible to minimise interactions.
  - e. Ensure all staff, patrons and delivery personnel on their premises have their masks on.
9. 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. This requirement also applies to all personnel engaged in the sale and preparation of food and drinks at SFA-licensed food establishments.

### **Baseline sanitation and hygiene measures**

10. In addition, F&B establishments must implement the following:
  - a. Conduct temperature screening and health declaration by staff each time they report for work; ensure cleanliness and hygiene practices recommended under the SG Clean campaign; and comply with MOH health advisories.
  - b. Provide hand sanitisers to frontline staff who handle cash and other devices, and who are unable to wash their hands frequently with soap and water.
  - c. Place hand sanitisers in close proximity to high touch surfaces like door handles so that staff and patrons can sanitise their hands after touching these surfaces.

- d. Frequently disinfect common spaces, and increase frequency of cleaning for high touch surfaces and interactive components within the establishment (e.g. smart kiosks).
  - e. Service staff must provide clear communication on safe distancing measures to patrons.
  - f. Put up simple signage to clearly communicate these practices to patrons.
11. Employers, staff and patrons must exercise social responsibility by observing good personal hygiene and monitoring their health conditions. In particular, employers must put in place stringent measures to safeguard the health of their staff. This includes temperature screening, health declaration, and ensuring safe distancing measures are observed at all times. Staff must reduce physical interactions and not have meals in groups. Those who are unwell, even with mild flu-like symptoms, must see a doctor and stay at home to prevent spreading illness to others.
12. Please note that staff may consume their meals at the food establishment itself. However, the establishment must ensure that safe distancing measures are observed:
- a. Designate and clearly demarcate a dining area for staff only. Designated area should be out of public view wherever possible.
  - b. Stagger meal times.
  - c. Staff should dine alone and keep a distance of at least one metre from another individual.
  - d. Staff should dine quickly and leave the designated dining area in a clean state after they have consumed their meals.
  - e. Coffeeshop and food court stall operators may consume their meals at the tables in front of their stalls and they should also adhere to the measures stated in para 11b, 11c and 11d.

### **Enforcement of measures**

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 must suspend operations**

### **Annex 2: List of manufacturing facilities that are not allowed to operate**

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

**21 April 2020**

**ANNEX 1**

**F&B establishments that must suspend their operations from 21 April 2359hrs**

- A) All F&B establishments 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 retail the following must close:

| <b>Category</b> | <b>Examples (non-exhaustive list)</b>   |
|-----------------|---|
| Beverages       | Drinks, including bubble tea, fruit juice, smoothies, soya bean<br><br>Alcoholic beverages including liquor, wine, beer<br><br>Coffee and tea |
| Snacks          | Packaged snacks and loose snacks including nuts, potato chips, popcorn, bak kwa<br><br>Cheese   |
| Desserts        | Red/ green bean soup, grass jelly<br><br>Ice cream, yoghurt<br><br>Cakes, cupcakes, waffles, chocolate, cookies, sweet pastries, donuts       |

The suspension includes operations of individual food carts selling such items. Only hawker centres, coffeeshops and food courts are excluded.

**ANNEX 2**

**List of manufacturing facilities not allowed to operate from 21 April 2359hrs**

Online retail of food products can take place only if they can be fulfilled from the licensed central kitchen, manufacturing facility or warehouse of the F&B establishment.

Note that the manufacturing facility must not be part of the list indicated below.

|   | <b>Description</b>  |
|---|---|
| 1 | Manufacture of chocolate and chocolate products   |
| 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  |

## **Annex B: Advisory on Retail Establishments**

### **Tightening Safe Distancing Measures at Retail Establishments**

1. On 21 April 2020, the Multi-Ministry Taskforce announced the suspension of less critical consumer services during the Circuit Breaker period, to further minimise the movement and interaction of people.
2. In line with this, Enterprise Singapore (ESG), Housing & Development Board (HDB), the Singapore Tourism Board (STB) and Urban Redevelopment Authority (URA) are providing further changes to the guidance on the permissible activities and safe distancing measures for retail establishments. All retail establishments – including retail outlets in shophouses and malls, supermarkets and department stores – must comply with these latest measures. The information in this advisory supersedes those in previous advisories or statements.

### **Suspension of non-essential retail activities except online retail**

3. **With effect from 21 April 2359hrs to 4 May 2020 (inclusive), operations of less critical consumer services will be suspended, and there will be additional restrictions on selected consumer-facing businesses:**
  - a. **Only retail establishments engaged in essential services can remain open.**
  - b. **All other retail establishments must remain close, and may only continue with online retail operations.**

Refer to **Annex 1** for the updates to essential and non-essential retail activities, or visit <https://covid.gobusiness.gov.sg/essentialservices>.

4. Online retail and delivery may continue, if in compliance with the following guidelines:
  - a. Retail establishments that do not provide essential services must not open their stores to customers, but staff can access the retail premises when necessary to fulfil delivery of online orders. Such establishments must clearly indicate that the store is closed for business.
  - b. Fulfilment of online orders must only be done through delivery (e.g. mailboxes, POPStations). No collection of order at the retail stores is allowed.
  - c. Retail establishments must limit the number of staff within its premises (e.g. warehouses, stores) to the minimum number

required for order fulfilment. No other activities should take place within the premises. Staff must ensure safe distancing at all times.

Retail establishments can refer to the [Advisory for Delivery Businesses](#) for guidelines on the delivery requirements.

### **Safe distancing measures for retail establishments**

5. Retail establishments that are permitted to remain open must adhere to safe distancing measures by putting in place a crowd and queue management system to minimise crowds within their premises:
  - a. Use floor markers to clearly demarcate queue lines for customers at cashier counters, or where required.
  - b. Ensure at least one-metre spacing between customers is enforced at all times, and limit the number of customers within the store to allow for the one-metre spacing.
  - c. Encourage the use of self-checkouts, cashless or contactless payment, to speed up the payment process and reduce cash-handling.

### **Malls/ Standalone stores/ Supermarkets**

6. All malls, standalone stores and supermarkets should, where reasonably practicable:
  - a. Conduct temperature screening for customers at entrances to detect customers with fever<sup>3</sup>.
  - b. Ensure all staff, customers and other personnel on their premises have their masks on at all times.
7. In addition, **malls/ standalone stores and supermarkets with high traffic (refer to Annex 2)** should, where reasonably practicable, conduct contact tracing of customers.
8. All malls/ standalone stores and supermarkets should also put in place effective measures to avoid transmission of COVID-19. They should also have a system that logs their workers entry into, and exit. They can consider using a digital check-in application called SafeEntry for this purpose. More information on SafeEntry's deployment at work premises can be found at [go.gov.sg/safeentry](http://go.gov.sg/safeentry).
9. Supermarkets are also encouraged to:

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<sup>3</sup> Supermarkets in malls need not take the temperature of customers or conduct contact tracing if the mall is already doing so. They should however do so, if they operate for longer hours than the mall.

- a. Provide dedicated shopping hours for vulnerable groups, such as the elderly, persons with disabilities and pregnant women.
- b. Use mall atriums or outdoor areas for temporary sale of goods to disperse crowds from their stores.
- c. Exercise discretion in allowing or denying entry of customers who visit their stores in a group.

#### **Other measures to ensure the well-being of shoppers**

10. Retail establishments that are permitted to remain open must implement temperature screening and health declaration by staff each time they report for work; ensure cleanliness and hygiene practices; and comply with MOH health advisories.
11. Establishments must implement the sanitation and hygiene practices recommended under the SG Clean campaign.
12. In addition, retail establishments must:
  - a. Place hand sanitisers close to high-touch surfaces like door handles as well as at cashier counters and entrances so that staff and customers can sanitise their hands, after touching these surfaces, and/or before and after entering the establishment.
  - b. Disinfect common spaces, high-touch surfaces and interactive components, such as self-checkout kiosks, frequently.
  - c. Remove product testers and samples that require customer contact, e.g. electronics and food samples.
  - d. Train service staff to provide clear communication on safe distancing measures.
  - e. Put up simple signage to clearly communicate these practices to customers.
13. Employers, staff and customers must exercise social responsibility by observing good personal hygiene and monitoring their health conditions. In particular, employers must put in place stringent measures to safeguard the health of their staff. This includes temperature screening, health declaration, and ensuring safe distancing measures are observed at all times. Staff must reduce physical interactions and not have meals in groups. Those who are unwell, even with mild flu-like symptoms, must see a doctor and stay at home to prevent spreading illness to others.

#### **Enforcement of measures**

14. 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.**

15. 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 new suspended activities/ restrictions**

**Annex 2 – List of high-traffic malls and supermarkets**

**Annex 3 – FAQs**

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



**Retail establishments that may continue operations from 21 April 2359hrs**

| Category  | Examples  |
|---|---|
| Food – Supermarkets, Convenience Stores, Grocery Stores       | All supermarkets, grocery stores and convenience stores selling predominantly food items are allowed to open. All convenience stores in parks must close.   |
| Health & Social Services – Pharmacies and Personal Care Items | Pharmacies and their related personal care items stores are allowed to open.<br><br>Traditional Chinese medicine (TCM) establishments with MOH-registered in-house TCM practitioner(s) are allowed to open for consultation and dispensing of related TCM medication only. Walk-in retail is not allowed. |
| Hardware Stores   | Establishments that sell predominantly hardware items are allowed to open.  |
| Optical shops   | Sale of contact lenses, prescriptive glasses and optometry services by appointment only. No walk-in customers allowed.  |
| Others – Pet Supplies Stores                                  | Only online retail and delivery of pet food and supplies is allowed. Online retail of pets will not be allowed. All retailers of pet food and other supplies must close.  |
| Others – Laundry services                                     | All retail laundry services are allowed to provide online sales and delivery. All others must close their physical stores.  |

All other retail establishments not listed in the above categories must suspend on-site operations. Online retail is allowed except online retail for pets. Note that hair salons and barbers (including those offering only basic haircutting services) previously allowed to open must now close.

**ANNEX 2**

**List of malls and supermarkets with high traffic**

|    | <b>Malls</b>        | <b>Supermarkets within the malls</b>           |
|----|---------------------|--|
| 1  | AMK Hub             | FairPrice Xtra                                 |
| 2  | Bukit Panjang Plaza | FairPrice Finest                               |
| 3  | Causeway Point      | Cold Storage                                   |
| 4  | Clementi Mall       | FairPrice Finest                               |
| 5  | Compass One         | Cold Storage                                   |
| 6  | Great World City    | Cold Storage                                   |
| 7  | Hillion Mall        | FairPrice Xtra                                 |
| 8  | Jurong Point        | FairPrice                                      |
| 9  | NEX                 | Cold Storage<br>FairPrice Xtra                 |
| 10 | Northpoint City     | Cold Storage<br>FairPrice                      |
| 11 | Parkway Parade      | Cold Storage                                   |
| 12 | Seletar Mall        | FairPrice Finest                               |
| 13 | Tampines Mall       | FairPrice                                      |
| 14 | Tiong Bahru Plaza   | FairOrice Finest                               |
| 15 | Waterway Point      | FairPrice Finest                               |
| 16 | Yee Tee Point       | FairPrice                                      |
|    |                     | <b>Supermarkets not within a shopping mall</b> |
| 17 | -                   | Sheng Siong Fernvale Link (Blk 417)            |
| 18 | -                   | Sheng Siong Jurong West Ave 5                  |
| 19 | -                   | Sheng Siong Elias Mall                         |
| 20 | -                   | Giant Hypermart Tampines                       |

**Frequently asked questions (FAQs)**

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

Retail establishments that are permitted to remain open must comply with safe distancing measures. 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 implement or comply with the government's safe distancing advisories may also be ineligible for government grants, loans, tax rebates and other assistance.

2. **Smaller retail establishments may find it challenging to practise safe distancing. Are there 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 customers within the store, so that a metre spacing between them could be maintained while retail operations continue normally.