

## JOINT ADVISORY

MR No.: 048/21

Updated as of 18 July 2021

### **Updated Advisory for Safe Management Measures at Food & Beverage Establishments**

1. The Multi-Ministry Taskforce (MTF) announced a calibrated path for resumption of more economic and social activities under Phase 3 (Heightened Alert) from 12 July 2021 onwards. However, with the new clusters of infection, re-opening plans will be delayed.
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 allowed to continue food service operations, with the exception of (i) establishments with Pubs, Bars, Nightclubs, Discos and Karaoke SFA license categories or SSIC codes starting with 5613, and (ii) nightlife operators that were allowed to pivot to F&B operations as listed at [https://covid.gobusiness.gov.sg/permitted list/](https://covid.gobusiness.gov.sg/permitted_list/) (operations suspended from 16 July through 30 July). F&B establishments allowed to operate must comply with the following:**
  - 4.1. **From 19 July through 8 August 2021, F&B establishments are only permitted to seat dine-in groups of up to 2 persons, i.e. a decrease from groups of up to 5 persons allowed previously.**
  - 4.2. **F&B establishments may allow dine-in groups of up to 5 persons, provided all those in each dine-in group are eligible individuals and the establishments have put in place systems to check the eligibility status of such individuals.** Individual F&B establishments have the flexibility to decide whether to introduce the vaccination-differentiated group sizes, subject to their own operating model and clientele, and ability to comply with the relevant requirements.

- 4.2.1. The following individuals will be eligible to dine in a group of up to 5 persons in an F&B establishment:
- A fully vaccinated person (an individual is considered fully-vaccinated two weeks after he or she has received two doses of the Pfizer-BioNTech/ Comirnaty or Moderna vaccines)<sup>1</sup>;
  - A person who has recovered from COVID-19 and has a valid Pre-Event Test (PET) exemption notice for the duration of his/her dining-in;
  - An unvaccinated person who has a valid negative PET result for the duration of his/her dining-in<sup>2</sup>; or
  - A child aged 12 or below (i.e. born in or after the year 2009).
- 4.2.2. Members of the same household must meet any one of the criteria in 4.2.1 (a) to (c), but are allowed to dine together with unvaccinated children aged 12 years or below without the need for PET for these children. The children must be accompanied by at least one individual who meets any one of the criteria in 4.2.1 (a) to (c) above. If the group includes individuals from different households, then the children should constitute not more than half of the dine-in group.
- 4.2.3. F&B establishments who wish to implement vaccination-differentiated group sizes can refer to **Annex A** for the requirements.
- 4.3. As hawker centres, food courts and coffee shops have a more porous setting and generally do not impose mandatory SafeEntry check-in, it would be very challenging to check the status of individuals before they seat themselves at a table. Hence, **group sizes will be limited to 2 persons for hawker centres, food courts, and coffee shops as a default.**
- 4.4. **F&B establishments providing dine-in services must place all employees on a regular Fast and Easy Testing (FET) regime** using tests such as antigen rapid test (ART), regardless of their vaccination status. This can be done through employer-led supervised self-swabs<sup>3</sup>. Establishments can refer to the following [GoBusiness portal link](#) for more details.
- 4.5. Sale and consumption of alcohol in all F&B establishments are prohibited after 2230hrs daily<sup>4</sup>. This includes consumption at any outdoor refreshment area and/or tables/chairs<sup>5</sup> owned or managed by such establishment. As a best practice, by around 2200hrs, F&B operators should cease the sale of alcohol as a dine-in service and remind customers to consume their alcohol by 2230hrs.
- 4.6. Entertainment at F&B establishments, e.g. live entertainment, recorded music, and videos/TV screening, will continue to be prohibited.

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<sup>1</sup> Pfizer-BioNTech/Comirnaty and Moderna vaccines are currently approved by HSA under the Pandemic Special Access Route (PSAR) for use in the National Vaccination Programme. For avoidance of doubt, D1 is the day of second dose of the vaccination and D15 refers to when the vaccine is effective.

<sup>2</sup> Unvaccinated individuals aged 13 or above must have a valid negative COVID-19 ART or PCR result from an MOH-approved COVID-19 test provider within the last 24 hours. Refer to [go.gov.sg/swabproviders](https://go.gov.sg/swabproviders) for the list of MOH-approved COVID-19 test providers.

<sup>3</sup> The Singapore Food Agency (SFA) has sent out notices to relevant F&B licensees required to conduct FET for their employees.

<sup>4</sup> This includes consumption by all individuals (such as customers, staff and vendors) within the F&B establishment.

<sup>5</sup> The furniture should be kept/secured after close of business in such manner to prevent use.

- 4.7. F&B establishments may serve as venues for marriage events and/or work-related events by third parties and are required to comply with the SMMs for these events<sup>6</sup>.
- 4.8. To facilitate more precise contact tracing efforts, SafeEntry check-out is also encouraged. Refer to paragraph 6.4 for details.

**5. All F&B establishments are also to note the following measures:**

- 5.1. They should proactively manage potential contacts of COVID-19 cases at the workplace. Refer to <https://www.gobusiness.gov.sg/covid-faqs/> for more details.
- 5.2. Observe the protocol on disinfection for premises visited by positive COVID-19 cases. Refer to <https://www.gobusiness.gov.sg/covid-faqs/> for more details.

**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 individual customers at areas such as entrances and cashier counters (e.g. through floor markers). One-metre spacing must also be maintained between queues and seated customers (e.g. remove seats that are too close to the queue if required).
- 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 for food delivery orders 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. Table and seating management**

- 6.2.1. Group sizes for dine-in must be limited to 2 persons, unless the F&B establishments are able to meet the requirements for vaccination-differentiated group sizes. Refer to **Annex A** for details.
- 6.2.2. F&B establishments must ensure that a safe distance of at least one metre is maintained between groups of up to 2 customers to mitigate the risk of transmission. This refers to the distance between the edges of every group or person. In addition, F&B establishments must ensure that the furniture is arranged in such a way to facilitate safe distancing between groups – for example, the distance measured between the backs of chairs used by customers in different groups, or the legs of chairs if there is no back, must also be at least one metre apart<sup>7</sup>. Refer to

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<sup>6</sup> Refer to **Annex B** for the SMMs on work-related events. Refer to the requirements at the [GoBusiness portal](#) for the SMMs on Marriage Solemnisations and Wedding Receptions.

<sup>7</sup> F&B establishments may use the bar counters to seat and serve meals to dine-in customers, but must ensure there is at least one-metre spacing between groups of customers.

<https://www.enterprisesg.gov.sg/covid-19/safe-distance> for the infographic on SMMs.

- 6.2.3. F&B establishments should not accept reservations or walk-ins, or allow in their premises social gatherings with more than 2 persons, even if they are split across multiple tables. Exceptions can only be made if all members of the group are from the same household, i.e. have the same place of residence (families living in different places of residence are not from the same household). However, they will need to be seated at multiple tables, with no more than 2 persons per table, and with at least one-metre spacing maintained between these groups. F&B establishments are required to verify customers' claims that they are from the same household, and can reject entry of customers at their discretion. **There must be no mixing or intermingling between groups.**
- 6.2.4. Where tables/seats are fixed, tables/seats should be marked out to accommodate groups of no more than 2 persons (or no more than 5 under the vaccination-differentiated group sizes), while ensuring at least one-metre spacing between groups.
- 6.2.5. Self-service buffet lines are not allowed<sup>8</sup>. Food lines where customers can queue and be served by F&B employees are allowed with the necessary measures in place (see paragraph 6.7).

### 6.3. **Crowd management**

- 6.3.1. Radio broadcasts, all forms of television, film and video screenings<sup>9</sup> and the provision or allowance of other forms of public entertainment activities such as live music, dancing, variety acts 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)<sup>10</sup> in the F&B premises are not permitted. F&B operators should also make clear to customers, for instance, that singing songs, including birthday songs, is not permitted.
- 6.3.2. F&B establishments are also not allowed to play any form of recorded music or sounds, including background music. Emphatic toasting with food or drinks is disallowed, by both employees and customers. Operators should also ensure that their employees refrain from conduct that could encourage customers to make emphatic toasts.
- 6.3.3. Operators of common play areas for children/toddlers/infants in F&B establishments<sup>11</sup> must ensure at least one-metre spacing between groups customers.

### 6.4. **Contact tracing**

- 6.4.1. F&B establishments must implement SafeEntry via TraceTogether-only SafeEntry (TT-only SE) for customers and visitors, with the exception of those that only provide takeaway and/or delivery, with no dine-in services<sup>12</sup>.

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<sup>8</sup> This also applies to catering companies, where they are not allowed to provide self-service buffet lines. Catering companies should also reference SMMs for MICE, Marriage Solemnisations and Wedding Receptions and work-related events where applicable.

<sup>9</sup> 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.

<sup>10</sup> The list of gaming instruments is as stated in the Common Gaming House (Instruments and Appliances for Gaming) Rules.

<sup>11</sup> These play areas refer to the facilities provided free-of-charge in the establishments.

<sup>12</sup> However, all F&B establishments must require their employees and vendors to do SafeEntry check-in via TraceTogether-only SafeEntry.

- 6.4.2. F&B establishments required to deploy SafeEntry for customers and visitors need to provide the SafeEntry Gateway<sup>13</sup> (SEGW) as an additional option for SafeEntry check-in. SEGW is available as a feature within the SafeEntry (Business) App (updated to the latest version) and as a physical standalone device (SEGW Box). These F&B establishments may apply for a free SEGW Box<sup>14</sup>.
  - 6.4.3. **To facilitate more precise contact tracing efforts, SafeEntry check-out is also encouraged.** Businesses can facilitate check-out for their customers by toggling to the SEGW check-out function within the SafeEntry (Business) App. Businesses with a higher throughput of visitors and places where people are likely to be in close proximity for prolonged periods with masks off will also be eligible for SEGW Check-out Boxes<sup>15</sup>.
  - 6.4.4. Refer to **Annex C** for more details.
- 6.5. **Health checks**
- 6.5.1. F&B establishments must conduct temperature screening<sup>16</sup> and checks on visible symptoms<sup>17</sup> for customers at entrances, and advise those with fever and/or who appear unwell to visit a doctor before turning them away. Those that only provide takeaway and/or delivery are not required to do so.
  - 6.5.2. Refer to **Annex A** for the checks required for vaccination- differentiated group sizes.
- 6.6. **Cleanliness and hygiene**
- 6.6.1. F&B establishments must ensure that all employees, delivery personnel and other onsite personnel wear their masks properly at all times. Employees who eat or drink onsite must wear their masks immediately after doing so. Establishments should also ensure that on-site customers wear their masks before food is served and immediately after their meals, as well as when customers move around the establishment.
  - 6.6.2. F&B establishments must ensure that common spaces and items, high-touch surfaces (e.g. counters, menus), interactive components (e.g. tablets, smart kiosks) as well as play areas for children/toddlers/infants are frequently cleaned/disinfected.
  - 6.6.3. Communal amenities for self-service (e.g. drink dispensers and condiment stations) must not be used<sup>18</sup>.
  - 6.6.4. Self-service food samples are not allowed.
  - 6.6.5. 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.

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<sup>13</sup> 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.

<sup>14</sup> Refer to [go.gov.sg/gateway-overview](https://go.gov.sg/gateway-overview) for how to implement the SEGW and apply for a free SEGW Box.

<sup>15</sup> Refer to [go.gov.sg/gateway-overview](https://go.gov.sg/gateway-overview) for latest details on when the free SEGW Check-out Boxes are available.

<sup>16</sup> Individuals with temperatures above 38 degrees Celsius are considered to be having a fever. F&B establishments with seated customers in malls need not conduct temperature screening and checks on visible symptoms for customers if the mall is already doing so. They should however do so, if they operate outside the mall hours.

<sup>17</sup> Notable visible symptoms to look out for include: (a) coughing; (b) sneezing; (c) breathlessness; and (d) a runny nose.

<sup>18</sup> 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.

6.7. **Food lines served by employees<sup>19</sup>**

- 6.7.1. F&B establishments must cover food at the food lines with shields or other forms of barriers to minimise exposure and mitigate food contamination risk.
- 6.7.2. Employees must pick the food for customers, and ensure that customers do not have contact with the food line.
- 6.7.3. Employees must not handle food with bare hands. They must use a clean fork, tongs, scoop or other suitable utensil<sup>20</sup>.
- 6.7.4. Employees must ensure that individuals queuing for food have their masks on at all times and maintain a safe distance of one-metre between individuals.
- 6.7.5. These would be on top of the existing additional SMMs that are mandated at work-related events and MICE events. For instance, each food line must not be used to serve participants from different zones at the same time. Separate food lines must be set up for each zone, where practicable. Please refer to the Safe Business Events Framework for details.

6.8. **Ventilation and improving indoor air quality**

- 6.8.1. F&B establishments are strongly encouraged to improve ventilation and improve indoor air quality in all premises. Refer to **Annex D**.

- 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 E** for other recommended guidelines.

**Safe Management Measures – Workplace premises<sup>21</sup>/Back-of-house/Kitchen**

- 10. To ensure COVID-safe workplaces, F&B establishments should adhere to measures as outlined in [MOM's Requirements for Safe Management Measures at the Workplace](#), and take care of their workers, workplaces and those who may become unwell at their workplaces.
- 11. **Employers must ensure no cross-deployment across worksites<sup>22</sup>, i.e. no employee should work at more than one worksite.**
  - 11.1. 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<sup>23</sup>.

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<sup>19</sup> Food lines are not permitted at weddings and funerals. For wedding receptions, F&B must continue to be served to seated customers. For funerals, F&B should not be consumed, with the exception of individually packed drinks and nibbles, and individual bento boxes for family members of the deceased who keep vigil for the duration of the funeral wake. There should strictly be no sharing of drinks/ nibbles at funerals.

<sup>20</sup> If the use of suitable utensils is not feasible, staff must wear clean gloves to handle the food. Appropriate hand hygiene practices must be observed; for more information on hand hygiene in food handling, please refer to <https://www.sfa.gov.sg/food-information/risk-at-a-glance/hand-hygiene-in-food-handling>

<sup>21</sup> Refers to the F&B establishments' back-of-house operations involving employees, including at offices, warehouses and manufacturing facilities.

<sup>22</sup> This will not apply to industries /companies that need to do so due to the nature of their work. Such companies will be required to demonstrate that cross-deployment or interaction between employees is critical for business operations, when requested by MOM or their sector agencies.

<sup>23</sup> E.g. systems are in place to ensure no direct contact between the cross-deployed personnel.

- 11.2. For venues that have been visited by positive COVID-19 cases and asked to close by MOH, employees should not be redeployed to other worksites at all for the period of closure. If instructed to go for swabs, employers must ensure that their employees from these venues visit the designated Regional Screening Centre, “Swab and Send Home” (SASH) Public Health Preparedness Clinics or mobile swab sites for the COVID-19 test offered by MOH. These employees should stay at home and minimise social interactions during the period of closure even if their swab results are negative. They should also monitor their health closely, and visit a doctor immediately if unwell.

### **Enforcement of measures**

12. **Government agencies will be stepping up enforcement on F&B establishments and will take firm action against any breaches, including failure to maintain the one-metre safe distancing between groups and to prevent intermingling of groups, allowing group sizes above permissible limits, serving and allowing the consumption of alcohol after 2230hrs, and providing entertainment and games.**
13. **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.**
14. Businesses that do not implement or 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.

Annex A – Details of vaccination-differentiated group sizes

Annex B – SMMs for work-related events

Annex C – Details of SafeEntry check-in

Annex D – Details on ventilation and improving indoor air quality

Annex E – Other recommended guidelines for customer-facing operations

Issued by:

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

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**Vaccination-differentiated group sizes (for dining in groups of up to 5 persons)**

1. From 19 July through 8 August 2021, group sizes for dine-in at F&B establishments will be reduced to no more than 2 persons.
2. However, F&B establishments<sup>24</sup> may allow dine-in groups of up to 5 persons by complying with the requirements below.
3. Individual F&B establishments have the flexibility to decide whether to introduce the vaccination-differentiated group sizes, depending on their own operating model and clientele, and their ability to check the status of dining-in individuals.

**(I) REQUIREMENTS FOR VACCINATION-DIFFERENTIATED GROUP SIZES**

- The following individuals are eligible to dine in a group of up to 5 persons in an F&B establishment:
  - a. A fully vaccinated person (an individual is considered fully-vaccinated two weeks after he or she has received two doses of the Pfizer-BioNTech/Comirnaty or Moderna vaccines)<sup>25</sup>;
  - b. A person who has recovered from COVID-19 and has a valid Pre-Event Test (PET) exemption notice for the duration of his/her dining-in;
  - c. An unvaccinated person who has a valid negative PET result for the duration of his/her dining-in<sup>26</sup>; or
  - d. A child aged 12 or below (i.e. born in or after the year 2009).
- Members of the same household must meet any one of the criteria in (a) to (c), but are allowed to dine together with unvaccinated children aged 12 years or below without the need for PET for these children. The children must be accompanied by at least one individual who meets any one of the criteria in (a) to (c) above. If the group includes individuals from different households, then the children should constitute not more than half of the dine-in group.

**F&B dine-in cap for children aged 12 years or below**

<b>If diners are from different households</b>	
<b>Group size</b>	<b>Maximum number of children aged 12 years or below allowed per group</b>
Table of 2 persons (i.e. no vaccine-differentiated safe management measures)	2 children

<sup>24</sup> As hawker centres, food courts and coffee shops have a more porous setting and generally do not impose mandatory SafeEntry check-in, it would be very challenging to check the status of individuals before they seat themselves at a table. Hence, group sizes will be limited to 2 persons for hawker centres, food courts, and coffee shops as a default.

<sup>25</sup> Pfizer-BioNTech/Comirnaty and Moderna vaccines are currently approved by HSA under the Pandemic Special Access Route (PSAR) for use in the National Vaccination Programme. For avoidance of doubt, D1 is the day of second dose of the vaccination and D15 refers to when the vaccine is effective.

<sup>26</sup> Unvaccinated individuals aged 13 or above must have a valid negative COVID-19 ART or PCR result from an MOH-approved COVID-19 test provider within the last 24 hours. Refer to go.gov.sg/swabproviders for the list of MOH-approved COVID-19 test providers.



Table of 3 persons	1 child
Table of 4 persons	2 children
Table of 5 persons	2 children
<b>If all diners are from the same household</b>	
<b>Group size</b>	<b>Maximum number of children aged 12 years or below allowed per group</b>
Table of 3 to 5 persons	4 children <sup>27</sup> , who must be accompanied by at least one eligible individual from the same household who meets any one of the criteria in (a) to (c).  E.g. a table of 4 persons can have a maximum of 3 children who are accompanied by at least one eligible individual from the same household.

## II. PROCESSES TO BE IMPLEMENTED BY F&B ESTABLISHMENTS

- F&B establishments that opt to allow dining groups of up to 5 persons should put up clear signs indicating that they offer the vaccination-differentiated group sizes (for dining groups of up to 5 persons).
- F&B establishments that opt to allow dining groups of up to 5 persons must also put the following processes in place, in addition to implementing TraceTogether-only SafeEntry (TT-only SE) for customers and visitors.

### A. Conduct checks on required documentation

- For a group comprising 3, 4 or 5 members, the F&B establishment must conduct the verification checks on the eligibility status of each individual, and ascertain if all members of the group fulfil the eligibility requirements for vaccination-differentiated group sizes before allowing the group to dine in their establishments.
- F&B establishments can check for eligibility via the following methods:

#### a. Fully vaccinated person

##### 1) **[Recommended]** Scanning customers' TraceTogether app or TraceTogether token using SafeEntry Gateway on SafeEntry (Business) app as part of TraceTogether only SafeEntry check-in<sup>28</sup>

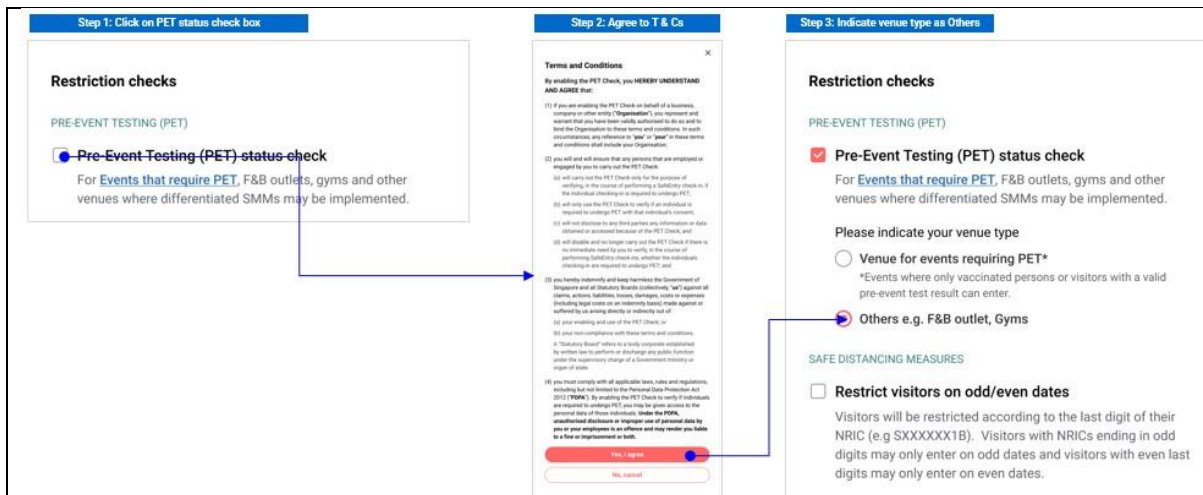
- F&B establishments that have deployed the SafeEntry (Business) app to facilitate check-ins need to ensure that their app has the SafeEntry Gateway (SEGW) function, and that the PET status check function within the app is turned on, before they are able to verify vaccination status.

##### Turning on the feature

- F&B establishments can enable the feature to check if the customer is fully vaccinated, by turning on the existing vaccination check for PET in the SafeEntry (Business) app dashboard.

<sup>27</sup> A table of 5 children aged 12 or below is not allowed as they present the same risk as 5 unvaccinated individuals.

<sup>28</sup> F&B establishments offering dine-in services must implement SafeEntry via TraceTogether-only SafeEntry (TT-only SE) for customers and visitors. F&B establishments required to deploy SafeEntry for customers and visitors need to provide the SEGW as an additional option for SafeEntry check-in.

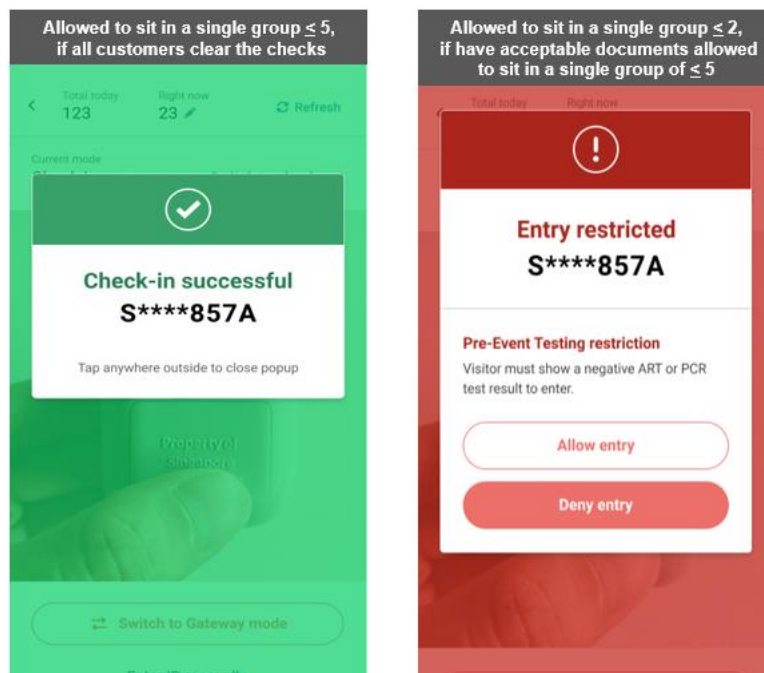


- Please see the user guide at <https://go.gov.sg/status-check> for step by step instructions.

### Performing the verification

- Customers should tap their TraceTogether token or app against the mobile device running SEGW on SafeEntry (Business) app.
- Customers who are vaccinated will be checked-in, and the 'check-in successful' screen will be shown.
- If there is no record of vaccination found, the 'entry restricted' screen will be shown. Establishments are to check and verify if the customer has a PET exemption notice (refer to b), or negative PET result (refer to c), or age of the child (refer to d), before selecting 'allow entry' to check-in non-vaccinated customers.

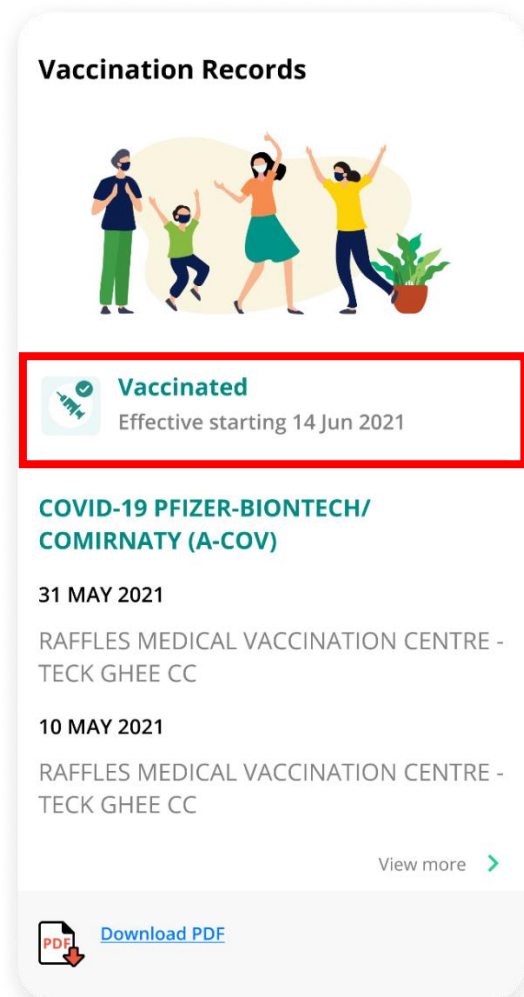
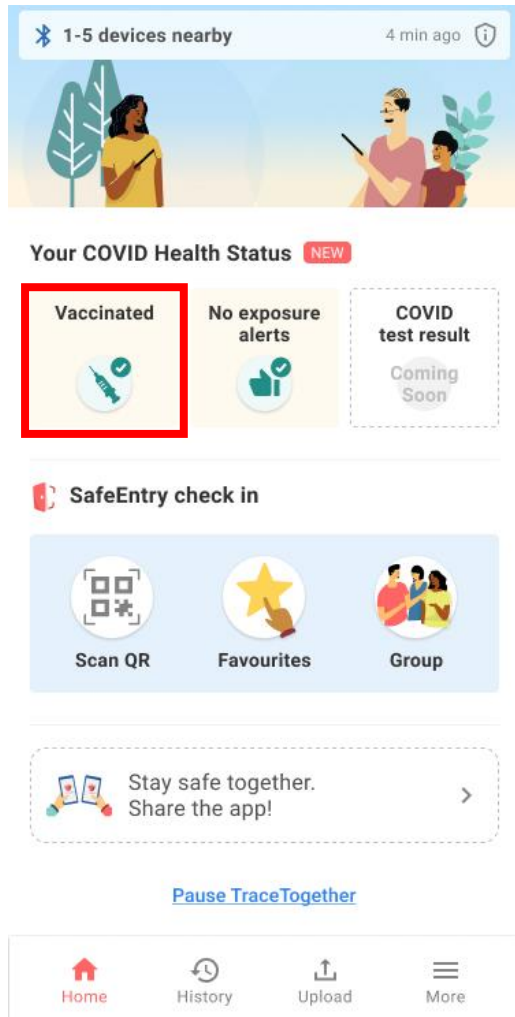
### Sample of screenshot of SafeEntry (Business) app after scanning



## 2) Checking Customers' TraceTogether app or Health Hub app

### Sample of vaccination status on TraceTogether app and HealthHub app

- F&B establishments are to ensure that the 'Vaccinated' icon on the TraceTogether app appears as shown in the pictures below:



### 3) Checking customers' vaccination status via hardcopy or screenshots

#### Sample of hardcopy/ screenshot of vaccination report

- F&B establishments are to ensure that the 'Vaccinated' icon on the HealthHub vaccination report appears as shown in the picture below.
- Should a hardcopy of the vaccination report be presented, F&B establishments should verify that the document belongs to the customer, i.e. NRIC/FIN on the document matches the NRIC/FIN on the customer's photo ID.



MINISTRY OF HEALTH  
SINGAPORE

VACCINATION<sup>SG</sup>

## COVID-19 VACCINATION REPORT

LIM SOON HUAT  
S xxxx 886H



**Vaccinated**

Effective from 14 Jun 2021

### COVID-19 PFIZER-BIONTECH / COMIRNATY (A-COV)

#### 31 MAY 2021

BATCH NO.: EY4825  
RAFFLES MEDICAL VACCINATION CENTRE - TECK GHEE CC  
SINGAPORE

#### 10 MAY 2021

BATCH NO.: ET6924  
RAFFLES MEDICAL VACCINATION CENTRE - TECK GHEE CC  
SINGAPORE

All doses of the COVID-19 vaccine must be completed to achieve the best possible protection, and for the protection to be as long-lasting as possible. The vaccine has been assessed to be safe for use. However, just like other vaccines, you may experience some side effects such as headache, body aches, tiredness and soreness at the injection site, or fever. These usually get better after 1-3 days and may be a sign that your immune system is making a protective response against COVID-19. The vaccination records are derived from the computerised records of the National Immunisation Registry. This report is for your personal record only. To obtain an official vaccination certificate, please visit [www.notarise.gov.sg](http://www.notarise.gov.sg)


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Sample of physical vaccination card/slip

- F&B establishments should verify that the document belongs to the customer, i.e. NRIC/FIN on the document matches the NRIC/FIN on the customer’s photo ID.
- F&B establishments should check that more than two weeks have passed since the second dose of the vaccine. For example, if a customer took his second dose on 1 July 2021 (Day 1), he is only considered to be fully vaccinated from 15 July 2021 (Day 15).

<p style="text-align: center;"><b>COVID-19 VACCINATION CARD</b></p> <p><b>Information about COVID-19 Vaccination</b></p> <p>The COVID-19 vaccine you have received consists of two doses. The second dose must be completed to achieve the best possible protection, and for the protection to be as long-lasting as possible.</p> <p>The vaccine has been assessed to be safe for use. However, just like other vaccines, you may experience some side effects such as headache, body aches, tiredness and soreness at the injection site, or fever. These usually get better after 1-3 days and may be a sign that your immune system is making a protective response against COVID-19.</p>	 <p><b>MINISTRY OF HEALTH</b> SINGAPORE</p> <p><b>COVID-19 VACCINATION CARD</b> Please bring this card for your next appointment</p> <p><b>PERSONAL PARTICULARS</b></p> <p>Name: _____</p> <p>NRIC/FIN.: _____</p> <p>DOB.: _____</p>
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YOUR NEXT VACCINATION IS DUE IN _____ DAYS			
Appointment Date	Time	Place	
<b>COVID-19 VACCINATION RECORD</b>			
Vaccine Dose	Date of Vaccination	Vaccine Brand	Place of Vaccination
<input type="checkbox"/> #1		<input type="checkbox"/> Pfizer-BioNTech / Comirnaty <input type="checkbox"/> Moderna <input type="checkbox"/> Sinovac <input type="checkbox"/> Other _____	
<input type="checkbox"/> #2		<input type="checkbox"/> Pfizer-BioNTech / Comirnaty <input type="checkbox"/> Moderna <input type="checkbox"/> Sinovac <input type="checkbox"/> Other _____	
<b>AFTER VACCINATION ADVICE</b>			
Possible Side Effects	How to Manage	<p>You can also report any side effects that you experience to HSA via: <a href="http://go.gov.sg/srf">go.gov.sg/srf</a></p> <p>This vaccine may cause a severe allergic reaction in very rare instances. If you experience a severe allergic reaction (<b>difficulty breathing, swelling of your face, throat, eyes or lips, a fast heartbeat, dizziness or weakness, rash all over your body</b>), please seek immediate medical attention by calling 995 or going to the nearest A&amp;E. The doctor will also decide if you should receive the second dose of the vaccine.</p>	
Pain, redness, swelling at the injection site	Those with fever are advised to self-isolate at home until the fever subsides.		
Fever, chills			
Headache, muscle pain, joint pain	Paracetamol 1 to 2 tablets every 6 hours for adults or dosed according to the child's weight as needed		
Tiredness	Rest		
Lymph node swelling at neck or arms	Usually gets better by itself in a week or so		
<p>See a doctor if:</p> <ul style="list-style-type: none"> <li>- the side effects persist or get worse</li> <li>- the fever persists for more than 48 hours</li> </ul>			

**b. Individual who has recovered from COVID-19**

- F&B establishments should verify that the PET exemption notice belongs to the customer, i.e. NRIC/FIN on the document matches the NRIC/FIN on the customer's photo ID.
- Additionally, F&B establishments should verify that the exemption date is valid for the duration of the dine-in.

Sample of PET exemption notice



**PRE-EVENT TESTING (PET) EXEMPTION NOTICE**

**Full Name:** ABCDEF  
(as per NRIC/FIN/Passport)

**NRIC/FIN/Passport Number:** XXXXX567A

**Country of Passport Issue  
(only for foreigners without  
FIN):** Country

To whom it may concern,

This is to certify that the abovementioned first tested positive for SARS-CoV-2 (COVID-19) via a Polymerase Chain Reaction (PCR) test\* on <date>. He/She is exempted from Pre-Event Testing (PET) till <date> (inclusive).

2. For further details, please contact [Name of Clinic (and Branch if applicable), email, phone number].

Thank you.

Stamp/ Signature/Date

**Name:**

**Designation:**

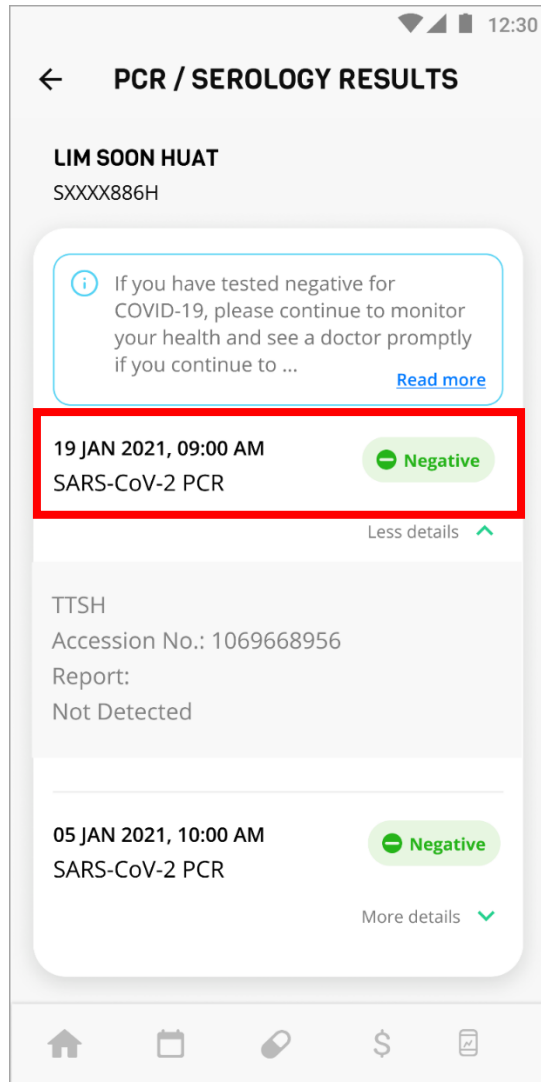
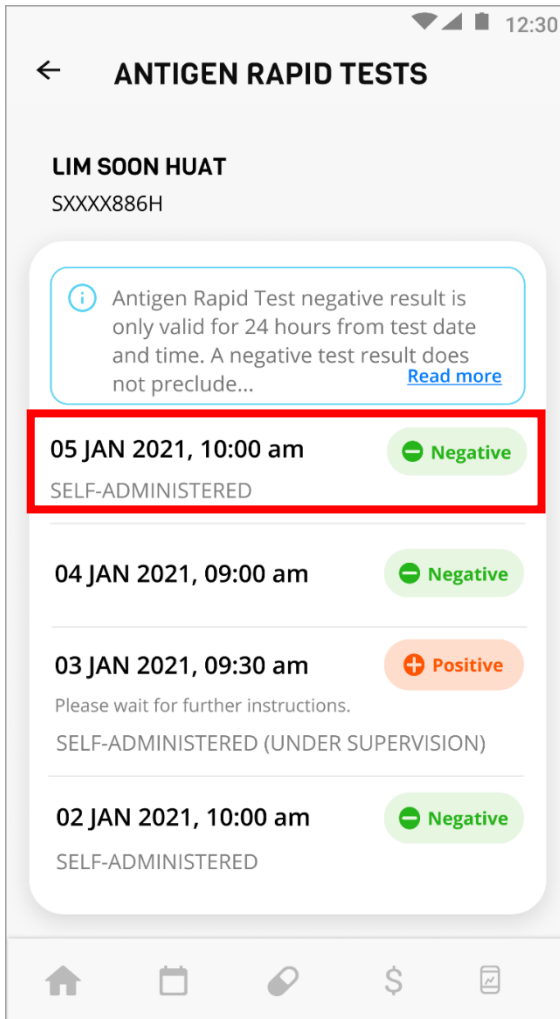
**Clinic Name (and Branch if applicable):**

\* Recovered travellers/ returning SCs/PRs with overseas PCR+ results with local S+ result must provide GP with proof of overseas PCR+ result for the issuance of the PET Exemption Notice.

**c. Unvaccinated person**


- F&B establishments should check that the customer has a valid negative COVID-19 ART or PCR result obtained from an MOH-approved COVID-19 test provider in the last 24 hours from time of swab registration.
- The validity of the result should last till the end of the dine-in period.

Samples of ART and PCR result slips from MOH-approved COVID-19 test providers via HealthHub



Samples of hardcopy ART and PCR result slips from MOH-approved COVID-19 test providers

- F&B establishments should verify that the hardcopy belongs to the customer, i.e. NRIC/FIN on the document matches the NRIC/FIN on the customer's photo ID.


 **MINISTRY OF HEALTH**  
SINGAPORE

### Antigen Rapid Test Result Slip

**PATIENT'S PARTICULARS**

Name (as per NRIC / FIN / Passport):	Lee Min Ho
NRIC / FIN / Passport No.:	S6110001F
Mobile Number:	+65 01025393681
Gender:	Male
Patient's Address:	16 COLLEGE ROAD #01-01, 169854

**Antigen Rapid Test Details**

Reason for test:	ART for Events, Business, and Activities	<small>For official use</small> 
Is the testing Govt-paid:	No	
Test Type:	Antigen Rapid Test	
Test Kit Brand:	BD Veritor™ System for Rapid Detection of SARS-CoV-2	
Test Batch Nos:	12345	
Test Result:	Negative	
Tested On:	30-Jun-2021 14:42 hrs	
Result is valid till:	01-Jul-2021 14:42 hrs	

Tested By: Name of S3000601A  
Clinic Name: 11 Clinic  
Clinic Address: 675B Test street #12-14, 123456



**COVID-19 TEST RESULT NOTICE (PCR)**  
**(Valid for 24 hours from time of swab registration)**

**Full Name:** ABCDEF  
(as per NRIC/FIN/ Passport)

**NRIC/FIN/Passport Number:** XXXXX567A

**Country of Passport Issue  
(only for foreigners without  
FIN):** Country

**Date & Time of Swab of  
Registration:** 22/10/2020, 16:45

**COVID-19 Test Result:** PCR NEGATIVE

To whom it may concern,

This is to certify that the abovementioned has undergone a COVID-19 Polymerase Chain Reaction (PCR) Test and is eligible for entry to events and permitted enterprises where PET is mandatory until <24 hours after time of test>, after which this notice will expire.

2. For further details, please contact [Name of PCR Swab Provider (including clinic chain/branch if applicable), email, phone number].

Thank you.

Stamp/ Signature/Date

Name:

Designation:

PCR Swab Provider (including clinic chain / branch if applicable):

**d. Child aged 12 or below (i.e. born in or after the year 2009)**

- Verify age through ID for children  $\geq$  7 years old<sup>29</sup> (e.g. student concession card).

<sup>29</sup> F&B establishments may exercise discretion on checks for children who are clearly below the age limit.

### **(B) Zoning**

- F&B establishments that exercise the option of vaccination-differentiated group sizes must clearly identify one or more zones where groups comprising 3, 4 or 5 members are seated within the dining-in area. Such zones can be identified through table standees, colour-coded tablecloths, or physical demarcation of zones by rope or other forms of barriers, etc.
- F&B establishments have the flexibility to adjust the size of such zones depending on business and operational needs, but there should be clear distinction between the zones that accommodate groups comprising 3, 4 or 5 members and zones that accommodate groups of no more than 2 members.

### **(C) Adhere to prevailing SMMs**

- F&B establishments must adhere to prevailing SMMs for table and seating management, as outlined in paragraph 6.2.

### **(D) Appoint designated employee(s) to conduct relevant checks on customers**

- F&B establishments must appoint at least one employee (e.g. supervisor or front-of-house staff) who can conduct the verification checks on eligibility.
  - F&B establishments can reject dining groups comprising 3, 4 or 5 members if
    - i. Any member of the group does not provide the documents needed to show his or her eligibility; or
    - ii. Any member of the group does not meet the eligibility criteria.
4. Allowing customers to dine in groups of 3, 4 or 5 where any member of the group is not eligible would be an offence.

### **SMMs for Work-related Events**

Work-related events (both non customer-facing and customer-facing<sup>30</sup>) can be held within the workplace premises and third-party venues. Prevailing guidelines for the respective event venues will apply.

#### *Non customer-facing events:*

- 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.
- At least one-metre spacing between individuals must be maintained at all times.
- Meals should not be the main feature. Employers should also avoid holding events over mealtimes as far as possible. Food or drinks should only be served if incidental to the work-related event (e.g. the meeting or conference extends over lunchtime). In addition, the food must be served in individual portions<sup>31</sup>, and participants must be seated while consuming. Participants should minimise the time that they are unmasked while eating and drinking.
- Prevailing SMMs as indicated in MOM's Requirements for Safe Management Measures at the workplace<sup>32</sup> continue to apply.

#### *Customer-facing events:*

- 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.
- 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.
- Meals should not be the main feature. Event organisers should also avoid holding events over mealtimes as far as possible. Food or drinks should only be served if incidental to the work-related event (e.g. the meeting or conference extends over lunchtime). In addition, the food must be served in individual portions<sup>33</sup>, and participants must be seated while consuming. Participants should minimise the time that they are unmasked while eating and drinking.
- Each group must be limited to a maximum of 2 persons (unless Trace-Together-only SafeEntry is implemented for all event attendees and requirements for vaccination-differentiated group sizes as described in Annex A are complied with), with at least one-metre spacing between groups.
- Food fairs are not permitted.
- All other prevailing workplace and venue SMMs must be adhered to.

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

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<sup>30</sup> 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 will not be allowed from 19 July 2021.

<sup>31</sup> Food served through staff-served food lines must also be served in individual portions.

<sup>32</sup> Refer to [MOM's Requirements for Safe Management Measures at the Workplace](#).

<sup>33</sup> Food served through staff-served food lines must also be served in individual portions.

### **Details on SafeEntry Check-in**

- With TraceTogether-only SafeEntry (TT-only SE) implemented at F&B establishments, 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.
- F&B establishments are required to deploy SafeEntry via TT-only SE to log the check-in of customers and visitors to their premises, 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 via TT-only SE.
- In addition, F&B establishments required to deploy SafeEntry for customers and visitors need to provide the SEGW as an additional option for SafeEntry check-in. SEGW is available as a feature within the SafeEntry (Business) App (updated to the latest version) and as a physical standalone device (SEGW Box). These F&B establishments may apply for a free SEGW Box<sup>34</sup>.
- **To facilitate more precise contact tracing efforts, SafeEntry check-out is also encouraged.** Businesses can facilitate check-out for their customers by toggling to the SEGW check-out function within the SafeEntry (Business) App. Businesses with a higher throughput of visitors and places where people are likely to be in close proximity for prolonged periods with masks off will also be eligible for SEGW Check-out Boxes<sup>35</sup>.
- For avoidance of doubt, TraceTogether Token check-in and SEGW both refer to the mode of check-in, while TT-only SE refers to the overall programme which will permit only TraceTogether modes of check-in (i.e. TraceTogether App or Token).

For more information, please refer to the FAQs on [www.safeentry.gov.sg](http://www.safeentry.gov.sg).

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<sup>34</sup> Refer to [go.gov.sg/gateway-overview](http://go.gov.sg/gateway-overview) for how to implement the SEGW and apply for a free SEGW Box.

<sup>35</sup> Refer to [go.gov.sg/gateway-overview](http://go.gov.sg/gateway-overview) for latest details on when the free SEGW Check-out Boxes are available.

**Ventilation and improving indoor air quality**

- F&B establishments are strongly encouraged to improve ventilation and improve indoor air quality in all premises.
- For premises with centrally controlled air-conditioning (e.g. in malls), F&B establishments should work with premise owners to ensure that ventilation systems are in good working order, minimise indoor air re-circulation, maximise fresh air intake and purge indoor air daily.
- For all other enclosed air-conditioned spaces, F&B establishments should open operable doors and windows and keep exhaust fans (e.g. in kitchens and toilets) at full capacity to enhance air flow. Window-mounted exhaust fans should be installed where possible and portable air cleaners equipped with high-efficiency air filters such as HEPA filters may be considered as an interim measure if the windows are not operable. As a longer-term measure, establishments should also consider installing dedicated outdoor air supply such as ducted air conditioning or window mounted exhaust fans.
- For naturally ventilated spaces (e.g. coffeeshops), F&B establishments should enhance ventilation with fans and similarly keep the space as open as possible.
- F&B establishments may wish to refer to the Guidance Note on improving ventilation and indoor air quality in buildings issued by the Building and Construction Authority (BCA), National Environment Agency (NEA) and Ministry of Health (MOH)<sup>36</sup>.

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<sup>36</sup> This Guidance Note provides building owners and facilities managers with updated recommended measures to enhance ventilation and air quality in indoor spaces. Refer to [BCA's website](#) for the note.

## **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 down customers' details and call them when their orders/seats are ready.
- Where practicable, separate queues from the dine-in seating areas as well as waiting areas for takeaway customers and delivery personnel.

### **C. Crowd Management**

- To minimise socialising/mingling, F&B establishments should take additional steps to manage higher-risk areas (e.g. bar counters or standing tables) where there is a greater likelihood of customers mixing between groups. This may be done by seating customers on stools or clearly demarcating the boundaries for each dining area to ensure separation of at least one metre between groups at all times.
- F&B establishments should avoid activities that would attract large crowds inside and outside of their premises (e.g. aggressive hourly deals).
- Operators should take additional steps to manage the capacity within common play areas for children/toddlers/infants (e.g. deploying an employee to man the area), where practicable.

### **D. Encourage takeaways and home delivery**

- Where practicable, collection and delivery from store should be spaced out and contactless<sup>37</sup>.
- 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.

### **E. 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, coming into contact with high touch surfaces and devices, and between serving different tables or groups of customers.
- Where possible, F&B establishments should ensure that tables and chairs are thoroughly cleaned with disinfecting agents<sup>38</sup> after each diner vacates the table.
- Serving cutlery should be provided for customers who are sharing food.
- The provision of condiments (e.g. sauces) and cutleries at self-serve common stations should not be allowed, unless these are individually packed and sealed.

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<sup>37</sup> 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.

<sup>38</sup> A list of suggested cleaning products and disinfecting agents can be found at <https://www.nea.gov.sg/our-services/public-cleanliness/environmental-cleaning-guidelines/guidelines/interim-list-of-household-products-and-active-ingredients-for-disinfection-of-covid-19>

- Condiments, cutleries and utensils should be provided to customers only after they are seated or upon request.

**F. Use of F&B establishments as venue for events (e.g. solemnisation & 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 more than one event is held concurrently or if an event is held at the same time as normal F&B dine-in services, the event(s) should be clearly demarcated from other events and normal F&B dine-in services. 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 or between guests from the events and normal F&B dine-in customers.

**G. Food lines served by employees**

- For food lines served by employees, F&B establishments should remind customers not to touch the shields covering the food; these shields should also be cleaned regularly.
- Customers should not talk to or interact with others when in the line, even if they are from the same group.
- There should be no common handling of items. Plates should not be passed back and forth between server and customer. For repeated visits to the food line, customers should use a new plate.
- Food lines at MICE events must not be used to serve participants from different zones at the same time. Separate food lines must be set up for each zone, where practicable.