

## JOINT ADVISORY

MR No.: 067/21

Updated as of 25 September 2021

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

1. The Multi-Ministry Taskforce (MTF) has announced a tightening of Safe Management Measures (SMMs) to slow down current community transmissions and allow for better stability. These will take effect from 27 September through 24 October 2021, with measures to be reviewed two weeks after implementation.
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 establishments with Pubs, Bars, Nightclubs, Discos and Karaoke SFA license categories or SSIC codes starting with 5613. F&B establishments that are allowed to operate must comply with the following:

##### **Vaccination-differentiated SMMs**

- 4.1. **From 27 September through 24 October 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. Vaccination-differentiated SMMs must continue to be applied to such dine-in groups or individuals.**
  - 4.1.1. **Vaccination-differentiated SMMs apply only if all the customers meet any of the following criteria:**
    - a. Fully vaccinated, i.e. has received the appropriate regimen of [World Health Organisation Emergency Use Listing](#) (WHO EUL) vaccines (e.g. Pfizer-BioNTech/Comirnaty, Moderna, AstraZeneca-SKBio, Serum Institute of India, Janssen, Sinopharm, Sinovac-

- CoronaVac) including their respective duration post-vaccination for the vaccine to be fully effective and had their vaccination records captured in MOH's national IT systems<sup>1</sup>; or
- b. Recovered from COVID-19, i.e. less than 270 days of first positive Polymerase Chain Reaction (PCR) test result obtained in Singapore, and can provide a valid Pre-Event Test (PET) exemption notice for the duration of his/her dine-in<sup>2</sup> from an MOH-approved COVID-19 test provider; or
  - c. Have a valid negative PET result for the duration of his/her dine-in<sup>3</sup> obtained from an MOH-approved COVID-19 test provider in the past 24 hours.
- 4.1.2. Dine-in is not allowed if any individual within a group of up to 2 persons does not meet the eligibility criteria in 4.1.1. Allowing this would be an offence.
  - 4.1.3. Children aged 12 years and below who are unvaccinated are eligible for vaccination-differentiated SMMs and may be included in the group of up to 2 persons. If a group comprises 2 such children, both children must be from the same household. F&B establishments are to ensure that there is no mixing or mingling between different groups.
- 4.2. **F&B establishments may choose to introduce vaccination-differentiated SMMs depending on their operating model, clientele, and ability to check the status of individuals who dine-in. Otherwise, F&B establishments will only be allowed to operate take-away services.**
- 4.2.1. Refer to [MOH's information sheet for more details of the requirements on vaccination-differentiated SMMs.](#)
  - 4.2.2. F&B establishments that implement vaccination-differentiated SMMs must appoint at least one employee (e.g. supervisor or front-of-house staff) who can conduct the verification checks on the eligibility status of each individual.
  - 4.2.3. The use of the SafeEntry (Business) App is strongly encouraged to facilitate dine-in eligibility checks for both TraceTogether App and Token users. The SafeEntry Gateway Box cannot be used to facilitate these checks.
  - 4.2.4. The F&B establishment must verify that each customer fulfils the eligibility requirements before SafeEntry check-in and allowing the group to dine in their establishments. **For the full list of acceptable documents regarding eligibility checks, please refer to <https://go.gov.sg/acceptabledocs>.**
- 4.3. As hawker centres and coffeeshops<sup>4</sup> are open-air and naturally ventilated spaces, a special concession would be given to allow vaccinated and unvaccinated individuals to dine in these settings, but subject to group sizes of

<sup>1</sup> Please refer to [MOH's Post Vaccination Matters website](#) for more information.

<sup>2</sup> Recovered individuals can obtain a PET Exemption Notice from any clinic offering ART or PCR testing services. Refer to [go.gov.sg/swabproviders](https://go.gov.sg/swabproviders) for the list of MOH-approved COVID-19 test providers.

<sup>3</sup> Unvaccinated individuals aged 13 or above must have a valid negative 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. Self-administered ART supervised by employer and self-administered ART results are not recognised for vaccination-differentiated SMMs.

<sup>4</sup> Coffee shops refer generally to F&B establishments with SFA coffee shop/ eating house/ canteen license that are not substantially enclosed by a permanent barrier.

up to 2 persons only. This concession remains unchanged during this period as hawker centres and coffee shops offer essential food services to the community. **For avoidance of doubt, food courts<sup>5</sup> are allowed to open for dine-in only for fully vaccinated/ recovered/ tested customers (see paragraph 4.1.1), and may continue to operate take-away services for all customers. However, only eligible customers are allowed to dine-in at food courts.**

#### COVID-19 Testing

- 4.4. **By 27 September, all individuals working at F&B establishments providing dine-in services (including part-time and full-time employees, third-party contracted staff, and all other workers who work on the premises, e.g. cleaners, contractors, subcontractors) and all last-mile food delivery personnel must undergo testing once every 7 days using tests such as the antigen rapid test (ART) regardless of their vaccination status,** under the regular Fast and Easy Test Rostered Routine Testing (FET RRT) regime. This is to allow for earlier detection and ringfencing of cases, and can be done primarily through employer supervised self-swabs<sup>6</sup>. Individuals who have recovered from a COVID-19 infection in the past 270 days are exempted. Establishments can refer to the following [GoBusiness portal link](#) or [ESG's website](#) for more details.
- 4.5. **From 1 October 2021, all unvaccinated individuals working in settings with mandatory FET RRT (reference paragraph 4.4) have to undergo testing twice a week<sup>7</sup> using ART to mitigate the risk of transmission to the public,** under the "Vaccinate or Regular Test" (VoRT) regime. This can similarly be done through employer supervised self-swabs.
- 4.5.1. The cost of additional testing required for unvaccinated employees are to be fully borne by employees or the enterprises.
- 4.5.2. The government will subsidise tests for the small group of individuals who are medically ineligible for vaccines.
- 4.5.3. Employers should refer to the details on VoRT regime in [MOM's Advisory on COVID-19 vaccination in employment settings](#).
- 4.5.4. All other vaccinated employees must continue with the prevailing FET RRT regime (testing once every 7 days).
5. **All F&B establishments are also to note the following measures:**
- 5.1. Sale and consumption of alcohol in all F&B establishments are prohibited after 2230hrs daily<sup>8</sup>. This includes consumption at any outdoor refreshment area and/or tables/chairs<sup>9</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.
- 5.2. Entertainment at F&B establishments (e.g. live entertainment, recorded music, and videos/TV screening) remain prohibited.

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<sup>5</sup> Food courts refer generally to F&B establishments with SFA food court license.

<sup>6</sup> SFA has sent out notices to relevant F&B licensees required to conduct FET RRT for their employees.

<sup>7</sup> A test done under the existing FET RRT, which is a supervised FET, also counts towards this requirement.

<sup>8</sup> This includes consumption by all individuals (such as customers, staff and vendors) within the F&B establishment.

<sup>9</sup> The furniture should be kept/secured after close of business in such manner to prevent use.

- 5.3. F&B establishments may serve as venues for marriage events<sup>10</sup> and/or work-related events<sup>11</sup> by third parties and are required to comply with the SMMs for these events.

Protocol on handling COVID-19 cases

- 5.4. Proactively manage potential contacts of positive COVID-19 cases at the workplace. Refer to <https://www.mom.gov.sg/covid-19/requirements-for-safe-management-measures> for more details.
- 5.5. Observe the protocol on disinfection for premises visited by positive COVID-19 cases. Refer to <https://www.nea.gov.sg/our-services/public-cleanliness/environmental-cleaning-guidelines/guidelines/guidelines-for-environmental-cleaning-and-disinfection> for more details.
- 5.6. Refer to <https://www.gobusiness.gov.sg/covid-faqs/> for other information.

**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. For F&B establishments that introduce vaccination-differentiated SMMs, group sizes must be limited to up to 2 persons.
- 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

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<sup>10</sup> Refer to the requirements at the [GoBusiness portal](#) for the SMMs on Marriage Solemnisations and Wedding Receptions.

<sup>11</sup> Refer to **Annex A** for the SMMs on work-related events.

chairs if there is no back, must also be at least one metre apart<sup>12</sup>. Refer to <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, while ensuring at least one-metre spacing between groups.
- 6.2.5. F&B establishments must ensure that customers are not sitting or standing within 0.5 metres of the common boundary<sup>13</sup> between adjoining F&B premises unless there is a floor-to-ceiling, non-porous partition or wall separating the establishments.
- 6.2.6. Self-service buffet lines are not allowed<sup>14</sup>. Food lines where customers can queue and be served by F&B employees are allowed with the necessary measures in place (see paragraph 6.6).

### 6.3. Crowd management

- 6.3.1. Radio broadcasts, all forms of television, film and video screenings<sup>15</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>16</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>17</sup> must ensure at least one-metre spacing between groups of customers.

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<sup>12</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.

<sup>13</sup> The common boundary can be demarcated by plants or other vegetation (potted or otherwise), a stanchion with a barrier rope or tape, a wire fence, a divider or furniture, or could refer to an outdoor dining space or a five-foot way or footpath.

<sup>14</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>15</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>16</sup> The list of gaming instruments is as stated in the Common Gaming House (Instruments and Appliances for Gaming) Rules.

<sup>17</sup> These play areas refer to the facilities provided free-of-charge in the establishments.

#### 6.4. **Contact tracing**

- 6.4.1. F&B establishments<sup>18</sup> must implement SafeEntry via TraceTogether-only SafeEntry (TT-only SE) for dine-in customers and visitors<sup>19</sup>.
- 6.4.2. F&B establishments required to deploy SafeEntry for customers and visitors need to provide the SafeEntry Gateway<sup>20</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). Do note that the SEGW Box cannot be used to facilitate the eligibility checks for the vaccination-differentiated SMMs.
- 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>21</sup>.
- 6.4.4. Refer to [www.safeentry.gov.sg](http://www.safeentry.gov.sg) for more details on SafeEntry Check-in.

#### 6.5. **Cleanliness and hygiene**

- 6.5.1. 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.
- 6.5.2. 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.
- 6.5.3. Communal amenities for self-service (e.g. drink dispensers and condiment stations) must not be used<sup>22</sup>.
- 6.5.4. Self-service food samples are not allowed.
- 6.5.5. 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.

#### 6.6. **Food lines served by employees<sup>23</sup>**

- 6.6.1. 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.
- 6.6.2. Employees must pick the food for customers, and ensure that customers do not have contact with the food line.

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<sup>18</sup> F&B establishments include food courts.

<sup>19</sup> All F&B establishments must require their employees and vendors to do SafeEntry check-in via TT-only SE.

<sup>20</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>21</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.

<sup>22</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.

<sup>23</sup> Food lines are not permitted at weddings and funerals. For wedding receptions, F&B must continue to be served to seated customers. F&B is not permitted at funerals, with the exception of individual bento boxes for family members of the deceased who keep vigil for the duration of the funeral wake.

- 6.6.3. Employees must not handle food with bare hands. They must use a clean fork, tongs, scoop or other suitable utensil<sup>24</sup>.
  - 6.6.4. 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.
  - 6.6.5. 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.
- 6.7. **Ventilation and improving indoor air quality**
- 6.7.1. F&B establishments are strongly encouraged to improve ventilation and improve indoor air quality in all premises. They 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>25</sup>.
- 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 premises<sup>26</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>27</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>28</sup>.
  - 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

<sup>24</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>25</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.

<sup>26</sup> Refers to the F&B establishments' back-of-house operations involving employees, including at offices, warehouses and manufacturing facilities.

<sup>27</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>28</sup> E.g. systems are in place to ensure no direct contact between the cross-deployed personnel.

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 – SMMs for work-related events

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**

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

Work-related events (both non customer-facing and customer-facing<sup>29</sup>) can be held within the workplace premises and third-party venues. Such events are not permitted at public and common areas such as mall atriums, public transport nodes, HDB estates and common corridors. Prevailing guidelines for the respective event venues will apply.

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

- Such events are subject to a cap of 50 persons or a lower number, depending on venue capacity and safe distancing requirements.
- 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>30</sup>, and participants must be seated while consuming the food and drinks. Participants should minimise the time that they are unmasked while eating and drinking.
- Should F&B establishments hold such events using their own premises, at least one-metre spacing between individuals must be maintained at all times.
- For events organised by external parties (where the F&B premises now function as a third-party venue), groups of up to 2 persons with at least one-metre spacing between groups are permitted.
- Should meals be provided as part of the event and it involves any participant who is not an employee of, or who does not regularly deliver goods or services to the enterprise organising the event, then every participant is required to be fully vaccinated (refer to paragraph 4.1.1. a – c for details of what constitutes 'fully vaccinated'<sup>31</sup>).

### ***Customer-facing events:***

- Such 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 (where the F&B premises now function as a third-party venue) are subject to a cap of 50 persons (excluding the F&B establishment's service staff) or a lower number, depending on venue capacity and safe distancing requirements.
- Event participants can be in groups of up to 2 persons, with at least one-metre distancing between groups.
- 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 product launch extends over lunchtime). In addition, the food must be served in individual portions<sup>32</sup>, participants must be seated while consuming the food and drinks, and there should be no intermingling between the groups. Participants should minimise the time that they are unmasked while eating and drinking.
- Should meals be provided as part of the event and it involves any participant who is not an employee of, or who does not regularly deliver goods or services to the

<sup>29</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.

<sup>30</sup> Food served through staff-served food lines must also be served in individual portions.

<sup>31</sup> Children aged 12 years and below may be included in the group. If there is more than one such child in the group, all children must be from the same household. For work-related events subject to the requirement for attendees to be fully vaccinated, the number of such children is capped at 20% of the actual event size.

<sup>32</sup> Food served through staff-served food lines must also be served in individual portions.

enterprise organising the event, then every participant is required to be fully vaccinated (refer to paragraph 4.1.1. a – c for details of what constitutes ‘fully vaccinated’<sup>33</sup>).

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<sup>33</sup> Children aged 12 years and below may be included in the group. If there is more than one such child in the group, all children must be from the same household. For large-scale events, the number of children is capped at 20% of the actual event size. For work-related events subject to the requirement for attendees to be fully vaccinated, the number of such children is capped at 20% of the actual event size.

## **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>34</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>35</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>34</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>35</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.