

F&B ESTABLISHMENTS

Checklist of Safe Management Measures Required for Resumption of Business Activities – Customer-facing Operations

Requirement	Useful Evidence to Demonstrate Compliance
<p>To resume business activities, all companies must fulfil these requirements below.</p> <p><i>Note: The Government will take action against errant employers, including the cessation of operations and enforcement.</i></p>	<p>Companies can prepare the following to show that they have fulfilled the requirements:</p> <p><i>Documentation of processes/data, demonstration of practices and sharing of understanding through interviews</i></p>
<p>A. Restriction on sale and consumption of alcohol</p>	
<p>1. Sale and consumption of alcohol in all F&B establishments is prohibited after 2230hrs daily. This includes consumption at any outdoor refreshment area and/or tables/chairs¹ owned or managed by such establishment.</p> <p>As a best practice, by around 2200hrs, F&B operators should cease the sale of alcohol as a dine-in service and remind patrons on the need to finish up their alcohol by 2230hrs.</p>	<p><i>Share practices and adherence to the restrictions</i></p>
<p>B. Implement table and seating arrangement</p>	
<p>2. Each table or group must be limited to 8 or fewer persons, with at least one-metre spacing between groups. Where tables/seats are fixed, tables/seats should be marked out to accommodate groups of no more than 8, while ensuring at least one-metre spacing between groups.</p> <p>Where F&B establishment is used as a third-party venue for non-customer facing work-related events, individuals must be spaced one metre apart at all times.</p> <p>Self-service buffet lines are not allowed².</p>	<p><i>Show seating arrangement / configuration.</i></p>

¹ The furniture should be kept/secured after close of business in such manner to prevent use.

² This also applies to catering companies providing meals on other premises. Catering companies should also take reference from the allowable settings for food consumption (MICE, weddings, work-related events). They must not offer self-service buffet lines, but may offer individually packed options instead.

C. Implement queue management	
3. F&B establishments are to clearly demarcate queue lines, and must ensure at least one-metre spacing between 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 diners.	<i>Show demarcation of queue lines.</i>
D. Implement crowd management	
<p>4. Live music, radio broadcasts, all forms of television/video screenings³ and other forms of public entertainment such as such as dancing and singing (by both employees and customers), darts, karaoke, billiard, pool and snooker in the F&B premises are not allowed.</p> <p>Recorded music, speech and sounds are only limited to soft background music in order to prevent customers from speaking loudly and risk droplet transmission.</p> <p>Ensure at least one-metre safe distancing between groups of patrons at common play areas for children/toddlers/infants within their premises.</p>	<i>Share practices and adherence to the restrictions</i>
E. Contact tracing and Health checks	
5. In the first half of 2021, contact tracing procedures will be further strengthened through the introduction of TraceTogether-only SafeEntry. All F&B establishments will be required to deploy TraceTogether-only SafeEntry to log the check-in of employees, vendors and visitors to their premises, as well as for customers who dine in on their premises ⁴ . Before TraceTogether-only SafeEntry is introduced, F&B establishments should implement Token check-in mode which allows the scanning of TraceTogether Tokens for SafeEntry check-in. Those that only provide takeaway and/or delivery, with no dine-in, are not required to do so.	<p><i>Show how SafeEntry and temperature declarations are communicated to customers.</i></p> <p><i>Show or describe how to deal with diners who are unwell.</i></p>

³ 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.

⁴ TraceTogether-only SafeEntry will only be implemented after everyone has had the chance to collect a Token in their constituencies, and a reasonable period of national distribution is achieved. When TraceTogether-only SafeEntry is implemented, individuals entering premises on TraceTogether-only SafeEntry will have to use either their TraceTogether App or TraceTogether Token to check in. Foreigners who are pass holders can register for the TT app using their FIN and/or collect their TT tokens from designated collection points.

<p>F&B establishments must conduct temperature screening and checks on visible symptoms⁵ for customers at entrances⁶, and turn away those with fever and/or who appear unwell.</p>	
<p>F. Cleanliness and Hygiene</p>	
<p>6. All employees, customers, delivery personnel and other onsite personnel must put on their masks properly at all times, except when eating and drinking. On-site diners should do so before food is served and immediately after their meals, or when moving around the establishment.</p> <p>F&B establishments must ensure that common spaces and items (e.g. utensils placed in common spaces), high-touch surfaces (e.g. counters, menus) and interactive components (e.g. iPads, smart kiosks), as well as any common play areas for children/toddlers/infants within their premises, are frequently cleaned/disinfected. This includes cleaning tables after customers have vacated. Employees should wash their hands or use hand sanitisers after handling cash and high touch surfaces and devices, and between serving different tables or groups of customers.</p> <p>Any communal amenities (e.g. drinks dispensers and common condiments) must not be used. Self-service food samples must not be provided.</p>	<p><i>Show or describe cleaning frequency and steps to upkeep hygiene.</i></p>

⁵ Notable visible symptoms to look out for include: (a) coughing; (b) sneezing; (c) breathlessness; and (d) a runny nose.

⁶ Individuals with temperatures above 38 degrees Celsius are considered to be having a fever. F&B establishments with seated diners 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.