

**RETAIL ESTABLISHMENTS & LIFESTYLE-RELATED SERVICES****Checklist of Safe Management Measures Required for Resumption of Business Activities – Customer-facing Operations**

Requirement	Useful Evidence to Demonstrate Compliance
<p><b>To resume business activities, all companies must fulfil these requirements below.</b></p> <p><i>Note: The Government will take action against errant employers, including the cessation of operations and enforcement.</i></p>	<p><b>Companies can prepare the following to show that they have fulfilled the requirements:</b></p> <p><i>Documentation of processes/data, demonstration of practices and sharing of understanding through interviews</i></p>
<p><b>A. Implement safe distancing, crowd and queue management</b></p>	
<p>1. Ensure at least one-metre spacing between groups of patrons (of up to 8 persons).</p> <p>Clearly demarcate queue lines for customers at entrances, cashier counters, weighing counters, fitting rooms and where required, and ensure one-metre spacing between individual customers (e.g. through floor markers).</p> <p>Ensure at least one-metre spacing between groups of patrons at common play areas for children/toddlers/infants within their premises.</p> <p>Have an SOP in place to manage long queues and large crowds outside stores and/or mall.</p>	<p><i>Show or describe what systems or digital solutions have been put in place to manage queues, crowds and to minimise physical contact.</i></p> <p><i>Show or describe SOPs on additional safeguards/ measures in the event a crowd gathers. These may include re-directing customers to other outlets, breaking the queues into several sections, putting up signs that indicate length of queuing time and implementing queue or appointment management systems.</i></p>
<p><b>B. Contact tracing and Health checks</b></p>	
<p>2. The following retail establishments are required to deploy SafeEntry to log the check-in of customers, vendors and visitors to their premises:</p> <ul style="list-style-type: none"> <li>• Malls and large standalone stores;</li> <li>• Large retail stores &gt;930 sqm or 10,000 sqft;</li> <li>• Supermarkets;</li> </ul>	<p><i>Show or describe how requirements on SafeEntry and temperature declarations are communicated to customers.</i></p> <p><i>Show or describe how to deal with customers who are unwell.</i></p>

<ul style="list-style-type: none"> <li>• Stores providing personal care and beauty services, as these are higher-risk venues where customers will be unmasked.</li> </ul> <p>In early 2021, contact tracing procedures will be further strengthened through the introduction of TraceTogether-only SafeEntry. The above listed retail establishments (with some exceptions listed in paragraph 8.3.4) will be required to deploy TraceTogether-only SafeEntry to log the check-in of customers, vendors and visitors to their premises<sup>1</sup>. Retail establishments that will be required to deploy TraceTogether-only SafeEntry in future are advised to ensure that they are able to accept TraceTogether token check-in alongside other modes of SafeEntry check-in as soon as possible.</p> <p>Malls, large standalone stores, supermarkets and stores providing personal care and beauty services must conduct temperature screening<sup>2</sup>. Employees must check for visible symptoms<sup>3</sup> for customers at entrances<sup>4</sup>. Turn away those with fever and/or who appear unwell<sup>5</sup>.</p>	
<b>C. Cleanliness and Hygiene</b>	
<p>3. All employees, customers, delivery personnel and other onsite personnel must put on their masks properly at all times.</p> <p>Product testers and samples for self application and immediate consumption, e.g. perfume testers, make-up testers and unsealed food samples are not allowed. Staff must also not apply the product sample directly on customers.</p> <p>Ensure regular cleaning and disinfection of common spaces and items where applicable:</p>	<p><i>Show or describe cleaning SOPs including steps to upkeep hygiene, schedules and instructions/ cleaning agents, where necessary and applicable.</i></p>

<sup>1</sup> 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.

<sup>2</sup> Individuals with temperatures above 38 degrees Celsius are considered as having a fever. Supermarkets and stores providing beauty services 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>3</sup> Notable visible symptoms to look out for include: (a) coughing; (b) sneezing; (c) breathlessness; and (d) a runny nose.

<sup>4</sup> Individuals with temperatures above 38 degrees Celsius are considered to have a fever. Supermarkets and stores providing beauty services in malls need not take the temperature of customers if the mall is already doing so. They should however do so, if they operate outside the mall hours.

<sup>5</sup> Except where the individual is entering the permitted premises to seek medical treatment for a specific symptom.

<ul style="list-style-type: none"><li>a. Counters and display shelves where customers are served.</li><li>b. Items such as shopping trolleys/baskets and handrails, which have high human contact.</li><li>c. Interactive hardware such as iPads, self-checkout kiosks or lift buttons.</li><li>d. Common play areas for children/toddlers/infants.</li></ul>	
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