

## JOINT ADVISORY

MR No.: 001/21

### **Advisory for Phase 3 Re-opening of Food & Beverage Establishments**

1. The Multi-Ministry Taskforce (MTF) announced on 14 December that Phase 3 will commence on 28 December 2020, where more activities in the community will resume.
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.

#### **Phase 3 updates for F&B establishments**

4. F&B establishments are to note the following:
  - 4.1. With effect from 28 December 2020, social gatherings are allowed to comprise up to 8 persons, an increase from 5 persons. F&B establishments are correspondingly permitted to seat dining groups of up to 8 persons.
  - 4.2. From early 2021, TraceTogether-only Safe Entry must be implemented at all F&B establishments<sup>1</sup>. Under TraceTogether-only SafeEntry, check-in to premises can only be done with the TraceTogether App or physical TraceTogether Token. F&B establishments are thus advised to ensure that they are able to accept TraceTogether Token check-in as soon as possible (see paragraph 6.4 for details).

#### **Resumption of food service operations**

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<sup>1</sup> Those that only provide takeaway and/or delivery, with no dine-in services, are not required to do so for customers, but are still required to do so for employees, vendors and visitors. Refer to <https://covid.gobusiness.gov.sg/safemanagement/safeentry/> for the list of facilities/places that must deploy SafeEntry.

5. F&B establishments can provide dine-in services, with the exception of establishments with Pubs, Bars, Nightclubs and Discos SFA license categories or SSIC codes starting with 5613.
  - 5.1. Sale and consumption of alcohol in all F&B establishments are prohibited after 2230hrs daily. This includes consumption at any outdoor refreshment area and/or tables/chairs<sup>2</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 patrons to consume their alcohol by 2230hrs.
  - 5.2. F&B establishments may provide their venue for wedding receptions and solemnisations, as well as work-related events by third parties; they are required to comply with the SMMs for these events<sup>3</sup>. Whilst F&B establishments may host wedding solemnisations, no food or beverages may be served during the solemnisation. Any meal following the solemnisation involving more than 8 persons will be considered a reception. F&B establishments are reminded that a wedding couple is only allowed to hold one reception.

#### Work-related events

- 5.3. Business-focused work-related events (both non customer-facing and customer-facing<sup>4</sup>) can be held within the workplace premise and third-party venues. Existing guidelines on the respective event venues will apply.
  - 5.3.1. 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. Food and drinks, if provided, must be served to seated diners individually. Meal durations should be kept short to minimise the period that individuals are unmasked.
    - Prevailing SMMs as indicated in MOM's Requirements for Safe Management Measures at the workplace<sup>5</sup> continue to apply.
  - 5.3.2. 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. Food and drinks, if provided, must be served to seated diners individually. Meal durations should be kept short to minimise the period that individuals are unmasked.

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<sup>2</sup> The furniture should be kept/secured after close of business in such manner to prevent use.

<sup>3</sup> Refer to the advisory at the [GoBusiness portal](#) for the SMMs on Marriage Solemnisations and Wedding Receptions.

<sup>4</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, workshops etc. Events that are substantially recreational or social in nature (e.g. gala dinners, networking functions, company D&Ds) are not permitted.

<sup>5</sup> Refer to [MOM's Requirements for Safe Management Measures at the Workplace](#).

- Each group must be limited to 8 or fewer persons, with at least one-metre spacing between groups.
  - Food fairs are not permitted.
- 5.3.3. Such events are still not permitted at public and common areas such as mall atriums, public transport nodes, HDB estates and common corridors.
- 5.3.4. Enterprise events are only allowed for work-related reasons. Those that are social or recreational in nature (e.g. Dinner & Dance) are not allowed.

### **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. 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.

6.2. **Table and seating management**

6.2.1. Each group must be limited to 8 or fewer persons, with at least one-metre spacing between groups<sup>6</sup>. Except for solemnisations, wedding receptions and work-related events, gatherings involving more than 8 persons are not allowed, even if they are split across multiple tables<sup>7</sup>. There should be no mixing or intermingling between groups.

6.2.2. 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.

6.2.3. Self-service buffet lines are not allowed<sup>8</sup>.

6.3. **Crowd management**

6.3.1. Live music, radio broadcasts, all forms of television/video screenings<sup>9</sup> and other forms of public entertainment<sup>10</sup> such as dancing by customers, darts, karaoke, billiard, pool and snooker in the F&B premises are not allowed.

6.3.2. Recorded music may be played only as soft background music. This must not be louder than 60 decibels. As a gauge, this would be the sound level of a regular conversation.

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<sup>6</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 diners.

<sup>7</sup> Exceptions can only be made if all members of the group are from the same household. These groups can be allowed into the establishment. However, they will need to be seated at multiple tables, with no more than 8 persons per table, and with at least one metre spacing maintained between these groups. Establishments can request to verify diners' claims that they are from the same household, and can reject entry of diners at their discretion.

<sup>8</sup> This also applies to catering companies providing meals on other premises. Catering companies should also take reference from the allowable settings for food consumption, i.e. MICE, weddings and work-related events.

<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> Public Entertainment activities are as defined under the Public Entertainments Act which includes singing or dancing by customers, game machines and any machine or device by the manipulation of which chances are given of obtaining prizes in money or kind.

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 of patrons.

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

6.4.1. In early 2021, contact tracing procedures will be further strengthened through the introduction of TraceTogether-only SafeEntry. Under TraceTogether-only SafeEntry, only TraceTogether modes of check-in will be permitted at premises (i.e. TraceTogether Token and TraceTogether App). 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<sup>12</sup>; they must also implement TraceTogether-only SafeEntry for customers who dine in on their premises.

6.4.2. For avoidance of doubt, TraceTogether Token check-in is not the same as TraceTogether-only SafeEntry. The former refers to the mode of check-in<sup>13</sup>, while the latter refers to the overall programme which will permit only TraceTogether modes of check-in (including TraceTogether Token check-in). F&B establishments 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, so as to meet the safe management measures required when TraceTogether-only SafeEntry is rolled out nationwide in early 2021.

6.4.3. Those that only provide takeaway and/or delivery, with no dine-in services, are not required to do so.

#### 6.5. **Health checks**

6.5.1. F&B establishments must conduct temperature screening<sup>14</sup> and checks on visible symptoms<sup>15</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.

#### 6.6. **Cleanliness and hygiene**

6.6.1. F&B establishments must ensure that all employees, customers, delivery personnel and other onsite personnel put on their masks properly at all times, except when eating and drinking. F&B establishments must also ensure that on-site diners do so before food is served and immediately after their meals, as well as when diners move around the establishment.

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

<sup>12</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>13</sup> TraceTogether Token check-in is done by premises scanning the QR codes on the TraceTogether Tokens of customers, vendors and visitors. Refer to <https://go.gov.sg/token-scanning> to find out how to implement Token check-in mode.

<sup>14</sup> 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.

<sup>15</sup> Notable visible symptoms to look out for include: (a) coughing; (b) sneezing; (c) breathlessness; and (d) a runny nose.

- 6.6.2. F&B establishments must ensure that common spaces and items, high-touch surfaces (e.g. counters, menus), interactive components (e.g. iPads, smart kiosks), as well as play areas for children/toddlers/infants are frequently cleaned/disinfected.
  - 6.6.3. Any communal amenities (e.g. drink dispensers and common condiments) must not be used. Self-service food samples must not be provided.
7. F&B establishments should put up clear signages to remind customers to comply with safe distancing requirements where applicable, and train and deploy service personnel to provide clear communication to customers on safe distancing measures.
8. Refer to **Annex A** for other recommended guidelines.

### **Safe Management Measures – Workplace Premises<sup>16</sup>/Back of House/Kitchen**

9. To ensure COVID-safe workplaces, F&B establishments should take care of their workers, workplaces and those who may become unwell at their workplaces, as outlined in [MOM's Requirements for Safe Management Measures at the workplace](#).
10. For non customer-facing work-related events, food and drinks should preferably not be served or consumed. If deemed necessary for food and drinks to be provided, attendees must be seated one metre apart, served individually, and should minimise contact with one another while unmasked. Prevailing SMMs as indicated in MOM's Requirements for Safe Management Measures at the workplace<sup>17</sup> continue to apply.

### **Enforcement of measures**

11. Government agencies will be conducting inspections to check on the proper implementation of the SMMs. **Under the COVID-19 (Temporary Measures) Act passed in Parliament on 7 April 2020, first-time offenders will face a fine of up to S\$10,000, imprisonment of up to six months, or both. Subsequent offences may face a fine of up to S\$20,000, imprisonment of up to twelve months, or both.**
12. Businesses that do not implement or comply with the government's requirements on SMMs may be ineligible for government grants, loans, tax rebates and other assistance, and may also be subject to temporary closures.

Annex A – Other recommended guidelines for customer-facing operations

Annex B – Checklist of Safe Management Measures (customer-facing operations)

Issued by:

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

**Updated as of 8 January 2021**

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<sup>16</sup> Refers to the F&B establishments' back-of-house operations involving employees, including at offices, warehouses and manufacturing facilities.

<sup>17</sup> Refer to [MOM's Requirements for Safe Management Measures at the Workplace](#).

**Other recommended guidelines for customer-facing operations**

*(Note: Additional suggestions for F&B establishments to put in place, where practicable)*

**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 electronic reservation systems or take down diner details and call them when there are seats available.
- Where practicable, separate the queues and waiting areas for dine-in customers, takeaway customers and delivery personnel.
- Queueing in groups should be discouraged.

**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.
- 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**

- F&B establishments should avoid activities that would attract large crowds inside and outside of their premises (e.g. celebrity appearances, aggressive hourly deals).
- Where practicable, collection and delivery from store should be spaced out and contactless<sup>18</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 and high touch surfaces and devices.
- Where possible, F&B establishments should ensure that tables and chairs are thoroughly cleaned with disinfecting agents<sup>19</sup> after each diner vacates the table.
- Serving utensils should be provided for customers who are sharing food.

<sup>18</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 handle containers or bags except for their own orders.

<sup>19</sup> 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>

- The provision of condiments (e.g. soy sauce, salt and pepper, chilli sauce) and cutleries at self-serve common stations should not be allowed, unless these are individually packed and sealed.
- Condiments and cutleries should be provided to diners only after they are seated or upon request<sup>20</sup>.

#### **F. Use of F&B establishments as a third-party venue for 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 not feasible, each third-party event should be clearly demarcated from the others, as well as from the main consumer dine-in area. Each area should be completely separate 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 should be no mixing or intermingling of guests from separate events.

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<sup>20</sup> Food stalls and kiosks are allowed to place condiments and cutleries at their stall counters (e.g. in covered containers), as long as these are within sight of and managed directly by the staff.

**F&B ESTABLISHMENTS****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. Restriction on sale and consumption of alcohol</b></p>	
<p>1. Sale and consumption of alcohol in all F&amp;B establishments is prohibited after 2230hrs daily. This includes consumption at any outdoor refreshment area and/or tables/chairs<sup>21</sup> owned or managed by such establishment.</p> <p>As a best practice, by around 2200hrs, F&amp;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>B. Implement table and seating arrangement</b></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&amp;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 allowed<sup>22</sup>.</p>	<p><i>Show seating arrangement / configuration.</i></p>

<sup>21</sup> The furniture should be kept/secured after close of business in such manner to prevent use.

<sup>22</sup> 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.



<b>C. Implement queue management</b>	
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>
<b>D. Implement crowd management</b>	
<p>4. Live music, radio broadcasts, all forms of television/video screenings<sup>23</sup> and other forms of public entertainment such as dancing by customers, darts, karaoke, billiard, pool and snooker in the F&amp;B premises are not allowed.</p> <p>Recorded music is 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>
<b>E. Contact tracing and Health checks</b>	
5. In early 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 <sup>24</sup> . F&B establishments 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. 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>

<sup>23</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>24</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.

<p>F&amp;B establishments must conduct temperature screening and checks on visible symptoms<sup>25</sup> for customers at entrances<sup>26</sup>, and turn away those with fever and/or who appear unwell.</p>	
<p><b>F. Cleanliness and Hygiene</b></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&amp;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.</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>

<sup>25</sup> Notable visible symptoms to look out for include: (a) coughing; (b) sneezing; (c) breathlessness; and (d) a runny nose.

<sup>26</sup> 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.