

JOINT ADVISORY

MR No.: 011/20

[Updated] Safe Distancing Measures for Food & Beverage Establishments

1. On 21 April 2020, the Multi-Ministry Taskforce (MTF) announced the suspension of less critical consumer services during the Circuit Breaker period, to further minimise the movement and interaction of people. **In line with the latest announcement from the MTF on 2 May 2020, selected F&B operations will be allowed to resume from 12 May 2020.**
2. In line with this, Enterprise Singapore (ESG), Housing & Development Board (HDB), Singapore Food Agency (SFA), Singapore Tourism Board (STB) and Urban Redevelopment Authority (URA) are providing updated operational guidance on the permissible activities and safe distancing measures for food and beverage (F&B) establishments. All F&B establishments must comply with these measures. The information in this advisory supersedes that in previous advisories or statements.

Resumption of specific Food Manufacturing and Food Service operations

3. With effect from 12 May:
 - a. Manufacturing and on-site preparation of all food is allowed. This includes the manufacturing of cakes and confectionery, ice cream, cocoa, chocolate and chocolate products as well as other snacks that were previously suspended on 21 April.

- b. Retail outlets of food, including cakes and confectionery, packaged snacks and desserts may be opened for takeaway and delivery only.
4. However, **standalone stores (excluding those in hawker centres, food courts and coffeeshops) predominantly selling beverages must remain closed** during the Circuit Breaker period¹. Online retail of these products is allowed, only if they are fulfilled from the licensed central kitchen of the F&B establishment (if applicable).
5. **F&B outlets (including food vending machines) in parks² will remain closed.**
6. Please refer to **Annex A** for the types of F&B establishments and **Annex B** for the types of Food Manufacturers that can resume operations.

Takeaway and/or delivery only for F&B operations that can continue

7. All F&B establishments that are allowed to continue operations can only do so for **takeaway and/or delivery** during the Circuit Breaker period. Dining-in is not permitted.
8. While customers and delivery personnel are allowed to enter the premises of the F&B establishments for takeaway or delivery, they must leave the premises once they have picked up their orders.
9. As more customers are expected to order takeaways during this period, we strongly encourage everyone to bring their own clean and reusable containers when buying food. This will not only help to reduce the amount of waste generated, but will also ease the demand on disposable food containers. Establishments should allow customers to do so when ordering takeaways.

Safe distancing measures

10. F&B establishments must adhere to safe distancing measures to minimise crowding within their premises:

¹ There is no change to the operations for food stalls in hawker centres, coffeeshops and food courts – they are allowed to continue with their operations in entirety.

² Hawker centres located in parks can continue operations.

- a. Implement pre-ordering and payment solutions where possible to minimise physical clustering of customers waiting to place or pick up their orders.
 - b. Ensure all staff, customers and delivery personnel on their premises have their masks on.
 - c. Use floor markers to clearly demarcate queue lines and put up signage for customers queuing to order food.
 - d. Demarcate a waiting area for customers and delivery personnel to pick up their food.
 - e. Implement contactless pick-up of food where possible to minimise interactions.
 - f. Ensure that customers and delivery personnel observe at least one-metre spacing at all times and do not cluster together.
11. F&B establishments are to implement contact tracing through the use of SafeEntry³ by 12 May 2020 to facilitate the efficient collection of visitor information so that contact tracing can be done in a timely manner.
12. Under the COVID-19 (Temporary Measures) (Control Order) Regulations 2020, every individual must wear a mask over the individual's nose and mouth at all times when the individual is not in his or her ordinary place of residence. This requirement also applies to all personnel engaged in the sale and preparation of food and drinks at SFA-licensed food establishments.

Sanitation and hygiene measures

13. In addition, F&B establishments must implement the following:
- a. Ensure cleanliness and hygiene practices, as recommended under the SG Clean campaign; and comply with the health and hygiene advisories by the Ministry of Health (MOH), Ministry of Manpower (MOM) and National Environment Agency (NEA).
 - b. Provide hand sanitisers to frontline staff who handle cash and other devices, and who are unable to wash their hands frequently with soap and water.
 - c. Place hand sanitisers in close proximity to high touch surfaces like door handles so that staff and customers can sanitise their hands after touching these surfaces.

³ For more information on SafeEntry, please go to www.go.gov.sg/safeentry

- d. Frequently disinfect common spaces, and increase frequency of cleaning for high touch surfaces and interactive components within the establishment (e.g. smart kiosks).
 - e. Service staff must provide clear communication on safe distancing measures to customers.
 - f. Put up simple signage to clearly communicate these practices to customers.
14. Employers, staff and customers must exercise social responsibility by observing good personal hygiene and monitoring their health conditions. In particular, employers must put in place stringent measures to safeguard the health of their staff. This includes temperature screening, health declaration by staff each time they report for work, and ensuring safe distancing measures are observed at all times. Staff must reduce physical interactions and not have meals in groups. Those who are unwell, even with mild flu-like symptoms, must see a doctor and stay at home to prevent spreading illness to others.
15. Please note that staff may consume their meals at the food establishment itself. However, the establishment must ensure that safe distancing measures are observed:
- a. Designate and clearly demarcate a dining area for staff only. Designated area should be out of public view wherever possible.
 - b. Stagger meal times.
 - c. Staff should dine alone and keep a distance of at least one metre from another individual.
 - d. Staff should dine quickly and leave the designated dining area in a clean state after they have consumed their meals.
 - e. Coffeeshop and food court stall operators may consume their meals at the tables in front of their stalls and they should also adhere to the measures stated in para 15b, 15c and 15d.

Enforcement of measures

16. Government agencies will be stepping up enforcement of these safe distancing measures. **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.**

17. Businesses that do not implement or comply with the government's safe distancing advisories may also be ineligible for government grants, loans, tax rebates and other assistance.

Annex A: List of F&B categories that can resume operations

Annex B: List of manufacturing facilities that can resume operations

Annex C: Infographic

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

Updated as of 2 May 2020

List of F&B establishments that can resume activities from 12 May 2020

Category	Examples (non-exhaustive list)	From 12 May 2020
Snacks	Packaged snacks and loose snacks including nuts, potato chips, popcorn, bak kwa Cheese	Can resume operations
Desserts	Red/ green bean soup, grass jelly Ice cream, yoghurt Cakes, cupcakes, waffles, chocolate, cookies, sweet pastries, donuts	Can resume operations

List of F&B establishments that must remain closed

- A) All F&B establishments (including food vending machines) located in parks, regardless of what they sell, must suspend their operations. Takeaway and/or delivery will also not be allowed. Hawker centres located in parks need not suspend their operations.
- B) Specialised stores and outlets that predominantly sell the following:

Category	Examples (non-exhaustive list)	From 12 May 2020
Beverages	Drinks, including bubble tea, fruit juice, smoothies, soya bean Alcoholic beverages including liquor, wine, beer Coffee and tea	To remain closed

Note that individual food carts selling items in the Snacks and Desserts Categories can also resume operations, except for those predominantly selling Beverages. Stalls in hawker centres, coffeeshops and food courts can continue to operate in their entirety.

Manufacturing operations that can resume from 12 May 2020

	Description	From 12 May 2020
1	Manufacture of chocolate and chocolate products	Can resume operations
2	Manufacture of chips, crackers and other titbits (excluding biscuits and confectionery)	
3	Manufacture of ice-cream	
4	Manufacture of cocoa and chocolate powder from beans	
5	Manufacture of non-chocolate confectionery (e.g. sweets, toffees, crystallised fruits, chewing gum)	
6	Manufacture of cakes and confectionery	

On-site baking of cakes and confectionery at retail stores is also allowed.

F&B ESTABLISHMENTS/ FOOD MANUFACTURING FACILITIES That can resume operations from 12 May 2020

F&B ESTABLISHMENTS



Snacks

- Packaged snacks and loose snacks including nuts, potato chips, popcorn, bak kwa
- Cheese



Desserts

- Red/ green bean soup, grass jelly
- Ice-cream, yoghurt
- Cakes, cupcakes, waffles, chocolates, cookies, sweet pastries, donuts

- Retail outlets of food, including cakes and confectionery, packaged snacks and desserts may be opened for takeaway and delivery only.
- Stalls in hawker centres, coffeeshops and food courts can continue to operate in their entirety.

FOOD MANUFACTURING FACILITIES



Chocolate and chocolate products



Chips, crackers and other tidbits (excluding biscuits and confectionery)



Ice-cream



Cocoa and chocolate powder from beans



Non-chocolate confectionery (e.g. sweets, toffees, crystallised fruits, chewing gum)



Cakes and confectionery

- Manufacturing and on-site preparation of all food is allowed. This includes the manufacturing of cakes and confectionery, ice cream, cocoa, chocolate and chocolate products as well as other snacks.
- On-site baking of cakes and confectionery at retail stores is also allowed.

F&B ESTABLISHMENTS

Specialised stores and outlets that predominantly retail the following must close:



- Dessert drinks including bubble tea, fruit juice, smoothies, soya bean
- Alcoholic beverages including liquor, wine and beer
- Coffee and tea



All F&B establishments (including food vending machines) located in parks must close (excluding hawker centres, food courts and coffee shops).



For more information, visit

enterprisesg.gov.sg/covid-19/safe-distance

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