

6 May 2021

Dear F&B licensees

## **Mandatory adoption of Safe-Entry Gateway**

The SafeEntry Gateway (SEGW) is a safe-entry check-in method that works with TraceTogether App or Token, and it facilitates faster check-in at entry points for TraceTogether Token and App users. Users only need to bring the TraceTogether App or Token within 1-25cm of range of the SEGW to detect Bluetooth signals for check-in.

**2 Please note that the deployment of SEGW will be one of the contact tracing requirements for F&B establishments with dine-in from 15 June 2021. This requirement does not apply to Hawker centres and Coffeeshops.** Premises that fail to comply with contact tracing requirements may be liable for an offence under the COVID-19 (Temporary Measures) Act 2020, with a fine not exceeding \$10,000 or imprisonment for a term not exceeding 6 months, or both, for first time offenders. Higher penalties of a fine of up to \$20,000, imprisonment of up to twelve months, or both, may apply for subsequent offences.

### **How to deploy the SafeEntry Gateway (SEGW)**

**3** There are two types of SEGWs that you can deploy based on your business needs, either the SEGW Box or SEGW App. Please refer to the table below for specifications.

	<b>SEGW Box</b>	<b>SEGW on SE (Business) App Version &gt;1.1.0</b>
<b>Equipment requirements</b>	<ul style="list-style-type: none"> <li>• Requires constant power source</li> <li>• can work with power bank but need to recharge power bank</li> <li>• Comes with one-year cellular data</li> </ul>	<ul style="list-style-type: none"> <li>• Additional feature on the existing SafeEntry (Business) App</li> <li>• Mobile phone or tablet has to have cellular data <u>or</u> be connected to WiFi</li> </ul>

<b>Time taken to deploy</b>	<ul style="list-style-type: none"> <li>• Takes up to 2 weeks from application to process and deliver</li> <li>• After receiving SEGW Box, set-up takes about 5 min</li> </ul>	<ul style="list-style-type: none"> <li>• Download or upgrade the SafeEntry (Business) app, turn on SEGW feature for immediate use</li> </ul>
<b>Provision of device</b>	<ul style="list-style-type: none"> <li>• Government to fund one device (including cellular) per manned public-facing entrance</li> <li>• Subject to a cap per venue; you may appeal for more pieces if you have many entrances (subject to approval)</li> </ul>	<ul style="list-style-type: none"> <li>• Businesses to use own compatible mobile phone/tablet and cellular data/WiFi</li> </ul>
<b>Check-in confirmation</b>	<ul style="list-style-type: none"> <li>• A green light and “beep” to indicate successful check-in;</li> <li>• If check-in is unsuccessful, the device will not flash green or beep</li> </ul>	<ul style="list-style-type: none"> <li>• App will have pop-out screen if check-in is successful</li> </ul>
<b>Response time for check-in</b>	1-2s	1-2s

4 For application of SEGW boxes, please go to [safeentry.gov.sg/login](https://safeentry.gov.sg/login) and log in with your SE Business account to apply. If you wish to apply for more SEGW Boxes as you have multiple public facing entrances or have heavy footfall at your entrance, you may put in an appeal after you have submitted the initial application (link is provided at point of application). If you face other issues, you may refer to the FAQs on how to apply, or contact the helpdesk if you face issues during application (link to helpdesk is embedded in application portal). Please apply for the SEGW box early as it takes up to 2 weeks from application to delivery.

5 If you do not wish to apply for the Box and instead wish to deploy the App version of the SEGW, you may upgrade and then turn on the feature in the SE (Business) App.

6 For more information on the SEGW, including FAQs and how to appeal for more SEGW Box, User Guides and new posters on SEGW, please visit [go.gov.sg/gateway-overview](https://go.gov.sg/gateway-overview).

Yours faithfully

Singapore Food Agency