

## ADVISORY ON SAFE MANAGEMENT MEASURES REQUIRED FOR ATTRACTIONS RE-OPENING IN PHASE 2

1. The Multi-Ministry Taskforce (“MTF”) announced on 19 May 2020 that Singapore would exit the [Circuit Breaker from 2 June and resume activities in three phases](#). On 15 June 2020, the MTF announced that [Phase 2 will commence on 19 June 2020](#). More businesses will be allowed to re-open in Phase 2, subject to safe management measures being implemented to provide a safe environment for both customers and workers.
2. In Phase 2, a more cautious approach will be taken for higher risk activities, which typically involve large numbers of people interacting with one another, often in enclosed spaces, and over prolonged periods. The attractions sector falls under this category. Attractions may resume operations in Phase 2 from **1 July 2020 onwards** only if they are able to comply with the latest requirements for Safe Management Measures (“SMMs”) found at <https://covid.gobusiness.gov.sg/safemanagement/general> and the COVID-19 (Temporary Measures) (Control Order) Regulations 2020 found at <https://sso.agc.gov.sg/SL/COVID19TMA2020-S254-2020> (“Control Order”).

### DEVELOPMENT AND SUBMISSION OF RE-OPENING PROPOSAL FOR APPROVAL

3. Prior to re-opening, attractions must submit their re-opening proposals to the Singapore Tourism Board (“STB”) for assessment. **Attractions may resume operations only after receiving approval from the Ministry of Trade and Industry (“MTI”).**
4. STB has provided guidance within this advisory to help attractions develop their re-opening proposals and implement the necessary SMMs. The plans within these proposals will have to be tailored to the nature of operations in each attraction, and potential risk factors arising from aspects such as the attraction’s physical premises, environment, scale and typical visitor behaviour.
5. Attractions must also address key outcomes in their re-opening proposals to reduce potential transmission risks and support contact tracing. Risk factors for attractions to consider include proximity between visitors, propensity for crowds to form, level of activity and number of high-touch surfaces.
6. Each attraction’s re-opening proposal must show how the attraction will achieve all the following outcomes:

Outcomes
<p><b>A. Ability to meet density requirements</b></p> <ul style="list-style-type: none"> <li>• Limit Capacity: Re-open at no more than 25% of operating capacity. Attractions which have proven able to implement their SMMs effectively and consistently may be allowed to increase operating capacity progressively in Phase 2. They will, however, first need to submit additional plans to handle increased capacity and obtain MTI’s further approval to do so.</li> </ul>

<ul style="list-style-type: none"> <li>• Exceptions to the 25% cap can be made on a case-by-case basis by MTI if the attraction can demonstrate that the risk is inherently mitigated by the nature of activities and the way visitors and staff interact at the attraction.</li> </ul>
<p><b>B. Ability to meet separation requirements</b></p> <ul style="list-style-type: none"> <li>• Implement <math>\geq 1</math>m distancing between visitors (except within a group of visitors from the same cohort)</li> <li>• Where not feasible or practical to apply one metre distancing between individuals, to ensure one metre distancing between groups (of not more than 5 pax), and with no mixing between groups.</li> </ul>
<p><b>C. Ability to disperse crowds and prevent bunching</b></p>
<p><b>D. Facilitate contact tracing</b></p> <ul style="list-style-type: none"> <li>• Put in place mandatory apps (i.e. Safe Entry)</li> <li>• Encourage use of TraceTogether</li> </ul>
<p><b>E. Implement rigorous cleaning and disinfecting regimes, particularly for high touch elements</b></p>

- The re-opening proposals must also contain detailed plans addressing operational issues such as SMMs for visitors and workplaces, cleaning and sanitisation plans, contingency response plans (to handle unwell visitors, suspected/confirmed cases), and marketing and communications plans for re-opening.
- Please refer to the **Assessment Checklist: Requirements for Re-opening Proposal in Annex A** for the list of operational areas to be addressed and measures required for each area. While the majority of these requirements are drawn from the Control Order and are summarised for the convenience of attractions, the Control Order will prevail in case of any inconsistency. Attractions' re-opening proposals must adhere to the Control Order in order to be considered for re-opening in Phase 2.
- Attractions should submit their re-opening proposals to [STB\\_Attractions@stb.gov.sg](mailto:STB_Attractions@stb.gov.sg). STB and MTI will take up to 14 working days to assess each proposal.
- Attractions must submit to an inspection scheduled and conducted by STB as part of the assessment process.

## ENFORCEMENT OF MEASURES

- Government agencies will also be stepping up enforcement to ensure that businesses comply with the required 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. Repeat offenders may face a fine of up to S\$20,000, imprisonment of up to twelve months, or both. Further, other levers under the Act, such as closure of the premises, may be used against attractions that are found to be non-compliant.
- Attractions that do not comply with the Government's required SMMs may also be ineligible for government grants, loans, tax rebates and other assistance.



## **Annex A – Assessment Checklist: Requirements for Attractions Re-opening Proposal**

**SINGAPORE TOURISM BOARD**

**Updated as of 28 June 2020**

**ANNEX A**
**ASSESSMENT CHECKLIST: REQUIREMENTS FOR ATTRACTIONS RE-OPENING PROPOSAL**
**A. Preparing Facilities**

Operational Area	Requirement
<b>Attraction Set Up</b>	<ol style="list-style-type: none"> <li>1. Develop and implement detailed physical layout plans, including reconfiguration of spaces if applicable, at entry and exit points to achieve safe circulation with at least 1m distancing between visitors who are not from the same group, ensuring groups do not have more than 5 pax, and with at least 1m separation between groups throughout the attraction</li> <li>2. Clearly mark out queue lines for safe distancing where queues are likely to form, including at F&amp;B and retail outlets</li> <li>3. Show plan for signs reminding visitors to practice safe distancing</li> <li>4. Close off components/ areas within attraction where safe distancing cannot be implemented</li> <li>5. Implement contactless payment for all payment functions within the attraction (e.g. ticketing, F&amp;B and retail outlets)</li> <li>6. Install hygiene screens at human touch points (e.g. glass or plastic dividers/barriers at ticketing booths separating the ticket staff from visitors), if reasonably practicable</li> <li>7. Set up one-way traffic flow for visitors to enter and exit the attraction, if reasonably practicable</li> </ol> <p><u>Seating and Queues for Rides, Shows and, where applicable, Tours</u></p> <ol style="list-style-type: none"> <li>1. Only shows at outdoor attractions can take place, subject to a maximum capacity of 50 people or available capacity with SMMs in place, whichever is lower.</li> <li>2. Develop and implement detailed plans for attendance management, crowd control and cleaning frequency for rides and shows: <ul style="list-style-type: none"> <li>• Seating plan for rides and all seating within the attraction. Where seating is provided that is not fixed to the floor, ensure seats are spaced at least 1m apart. Where seating is provided that is fixed to the floor, demarcate alternate seats or seating spaces that should not be occupied unless the visitor is from the same group as those in the adjacent seats).</li> <li>• Additional seating plan for outdoor shows. Ensure groups are seated at least 1m apart</li> <li>• Entry queue management system with markers placed at least 1m apart throughout the attraction.</li> <li>• Cleaning protocols for rides and show equipment and surfaces</li> </ul> </li> <li>3. Limit group size for tours to no more than 5pax</li> </ol>
<b>Operating Capacity</b>	<ol style="list-style-type: none"> <li>1. Operate at no more than 25% of total capacity at any one time (until otherwise notified by MTI), and show how the maximum capacity of attraction is derived</li> </ol>



	<ol style="list-style-type: none"> <li>2. Implement solutions to monitor, control and enforce the operating capacity (e.g. manual counting, automated people counting or tracking systems)</li> </ol>
<b>Management of Proximity and Touched Surfaces</b>	<ol style="list-style-type: none"> <li>1. Ensure that physical interaction between visitors and staff (including volunteers) is minimised where reasonably practicable</li> <li>2. Eliminate sharing of equipment and tools, where possible</li> <li>3. Provide easily accessible and free-to-use disinfecting agents like hand sanitisers, disinfecting sprays and wipes at high-touch areas</li> </ol>

## B. Managing Arrival

Operational Area	Requirement
<b>Health Checks and Contact Tracing</b>	<ol style="list-style-type: none"> <li>1. Implement screening at points of entry to determine whether each visitor is febrile (i.e. temperature of 38 degrees and above) or appears to be coughing, sneezing, breathless, or has a runny nose</li> <li>2. Implement SafeEntry visitor management system to record the entry of all personnel (including staff, associates, vendors) and visitors into the attraction to enable or facilitate contact tracing</li> <li>3. Encourage the use of TraceTogether amongst staff and visitors</li> </ol>
<b>Managing Entry</b>	<ol style="list-style-type: none"> <li>1. Provide detailed plan to manage entry and exit (e.g. timed entry or pre-booking of sessions). On-site or walk-in ticketing is not allowed for first 2 weeks from the date that the attraction first resumes operations</li> <li>2. Ensure all staff wear masks and any other necessary personal protective equipment (PPE) at all times, except during activities which require masks to be removed</li> <li>3. Ensure that groups of visitors entering together must not exceed 5 pax.</li> <li>4. Ensure, where reasonably practical, that all visitors wear masks for the duration of their visit</li> </ol>

## C. In-Attraction Plans

Operational Area	Requirement
<b>Managing Crowds</b>	<ol style="list-style-type: none"> <li>1. Take reasonable steps to ensure that there is a distance of at least 1m between individuals not from the same group (whether visitors or staff)</li> <li>2. Identify hotspots for potential bunching and implement a control mechanism to prevent/disperse crowds (e.g. frequent reminders over public announcement system, staff to manually disperse crowds, provide visual markers for safe distancing)</li> <li>3. Implement one-way traffic flow, if reasonably practicable</li> </ol>

	<ol style="list-style-type: none"> <li>4. Ensure sufficient safe distancing in washrooms to better manage crowd (e.g. queue line demarcation, marking out alternate wash basins)</li> <li>5. Demonstrate that set-up and operations protocol for F&amp;B and retail outlets adhere to prevailing SMM advisories by relevant authorities<sup>1</sup> and implement these</li> </ol>
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#### D. Infection Control

Operational Area	Requirement
<b>Cleaning and Sanitisation</b>	<ol style="list-style-type: none"> <li>1. Adhere to the sanitisation and hygiene advisories disseminated by the National Environmental Agency (NEA)<sup>2</sup> and SG Clean sanitisation and hygiene measures</li> <li>2. Develop and implement a detailed cleaning/disinfecting plan and schedule, with increased cleaning frequencies for common areas (e.g. toilets) and high touch surfaces (e.g. lift buttons, interactive kiosks and turnstiles)</li> <li>3. Demonstrate how all equipment (e.g. audio guides, VR headsets, harnesses, seats in rides) used by multiple visitors is cleaned and disinfected after each user and implement these</li> <li>4. Encourage staff and visitors to wash hands regularly</li> </ol>
<b>Response Plan for Infected Cases</b>	<ol style="list-style-type: none"> <li>1. Develop and implement detailed procedures on handling visitors that are febrile, or appear to be coughing, sneezing, breathless or having a runny nose.</li> <li>2. Identify and allocate holding area(s) to isolate such visitors where they are unable to immediately leave the attraction</li> <li>3. Develop and implement detailed procedures to handle uncompliant or uncooperative visitors (e.g. visitors without masks, visitors who walk-in without pre-booking, unwell visitors who insist on entry, visitors who refuse to comply with health checks and/or contact tracing), including refusal of entry</li> <li>4. Develop and implement detailed procedures to handle confirmed COVID-19 cases within the attraction (e.g. close off affected sections/ areas, ensure thorough cleaning and disinfection before re-opening, coordinate communications with relevant authorities, alert public)</li> <li>5. Ensure staff are familiar with the procedures and appropriately equipped with PPE to wear to handle unwell and/or uncooperative visitors and require the staff to wear PPE</li> </ol>

<sup>1</sup> Refer to the latest advisory for F&B and Retail establishments from Enterprise Singapore (ESG) at <https://www.enterprise.gov.sg/covid-19>

<sup>2</sup> Refer to latest advisory from NEA at <https://www.nea.gov.sg/our-services/public-cleanliness/environmental-cleaning-guidelines>



## E. Safe Workplace

Operational Area	Requirement
<b>Workplace and Manpower</b>	<ol style="list-style-type: none"> <li>Comply with MOM's requirements for SMMs at workplaces<sup>3</sup>, including but not limited to: <ul style="list-style-type: none"> <li>Implement a detailed monitoring plan and appoint a Safe Management Officer (SMO) to assist with implementation and compliance of all SMMs at workplace and attraction premises</li> <li>Indicate number of employees and contractors on site, and their job functions</li> <li>Implement safe distancing (e.g. reconfiguration of workspaces), reduce physical interactions (e.g. staggered work and lunch hours) and touch points (e.g. common laptop/iPad); and business continuity plan (team A/B arrangement if practicable)</li> <li>Provide PPE to all staff.</li> <li>Ensure staff are kept updated on the latest measures and SOPs</li> </ul> </li> </ol>

## F. Marketing and Communications

Operational Area	Requirement
<b>Marketing and Communications</b>	<ol style="list-style-type: none"> <li>Develop and implement a communications plan to engage visitors on reopening <ul style="list-style-type: none"> <li>Plans should clearly communicate and explain precautions that attraction has put in place, new measures that visitors are to comply with (e.g. pre-booking of tickets, 1m safe distancing, use of SafeEntry) to build consumer confidence, and encourage visitors to practice personal responsibility and hygiene</li> <li>Attraction must remind all visitors, where reasonably practical, that they are required to wear masks in order to enter, and throughout the duration of the visit</li> </ul> </li> </ol>

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<sup>3</sup> Refer to MOM's complete and latest list at <https://www.mom.gov.sg/covid-19/requirements-for-safe-management-measures>