

## **Advisory on the Implementation of TraceTogether-only SafeEntry Mode for Massage Establishments (MEs) and Update of Safe Management Measures for MEs**

Dear Sir/Mdm,

### ***Implementation of TraceTogether-only SafeEntry Mode for MEs***

1. The Ministerial Task Force (MTF) has announced that TraceTogether-only SafeEntry (TT-only SE) will be made mandatory at all venues at which SafeEntry must be deployed, after everyone who wants a TraceTogether Token has had a chance to collect one at a community club or centre in their constituencies. The exact date for which TT-only SE will be mandated will be announced in due course and could be as early as January 2021. **When made mandatory, MEs must transit to TT-only SE.**

*[Note: TT-only SE will replace SafeEntry. Individuals entering premises where TT-only SE is implemented will have to use either their TraceTogether App or TraceTogether Token to check in. Foreigners who are pass holders can register for the TraceTogether app using their FIN and/or collect their TraceTogether tokens from designated collection points.]*

2. While you are currently not required to activate TT-only SE yet, you are advised to implement TraceTogether Token check-in mode at your MEs now, if you have not done so. This will ensure a smoother transition for your business when TT-only SE is mandated.

3. For a step-by-step guide to set up TraceTogether Token scanning for your venue using either the SafeEntry (Business) Mobile App on a smartphone or SafeEntry (Business) Web App on a laptop connected to a 2D scanner, you may refer to <https://go.gov.sg/token-scanning>. Should you encounter any problem, you can submit a helpdesk query through the SafeEntry website.

4. In addition, you may also make use of the available posters at <https://go.gov.sg/ttonly-se-comms-kit> to educate your staff and customers on the upcoming TT-only SE requirements.

5. Please update the Police Licensing & Regulatory Department via email at [SPF\\_PLRD\\_GLD@spf.gov.sg](mailto:SPF_PLRD_GLD@spf.gov.sg) after you have **implemented the Token check-in mode** at your ME, and the **date from which it was implemented**.

### ***Update of Safe Management Measures for MEs***

6. The **Safe Management Measures (SMMs) for MEs** have been updated, as attached in **Annex A**. The updates are highlighted in yellow, and includes the clarification on the requirement for SafeEntry to be implemented at your ME.

7. Other than the above, the additional measures in **Annex B** are also attached for your easy reference. ME operators are again strongly encouraged to implement these additional measures to minimise the risk of COVID-19 transmission on their premises.

8. ME operators may refer to MOM's updated advisory at <https://www.mom.gov.sg/covid-19/requirements-for-safe-management-measures> for more details on work-place specific SMMs, and joint advisories issued by ESG, STB, SFA, HDB and URA on general safety and crowd management. These are accessible at <https://www.enterprisesg.gov.sg/covid-19/safe-distance>.

### ***Liability and Responsibility of Operators***

9. ME operators who do not comply with the above requirements may be liable for an offence under the COVID-19 (Temporary Measures) Act 2020 and may face a fine not exceeding \$10,000 or imprisonment for a term not exceeding 6 months, or both, for the first offence. Higher penalties of a fine of not exceeding \$20,000 or imprisonment for a term not exceeding twelve months, or both, will apply for subsequent offences. Failure to comply with these requirements may also result in ineligibility for any Government support, such as rental rebates and wage support.

10. ME operators should also ensure that the requirements under the Massage Establishments Act, the rules made thereunder, and all licensing conditions imposed, are strictly complied with at all times. Any non-compliance with the relevant laws may result in regulatory action, including but not limited to prosecution and revocation of ME licences.

11. ME operators are encouraged to regularly check the following websites and Regulations for the prevailing SMMs that apply for your MEs:

- a. GoBusiness website at <https://covid.gobusiness.gov.sg/safemanagement/sector/>;  
and
- b. the COVID-19 (Temporary Measures) (Control Order) Regulations 2020.

### ***Contact Information***

12. For further queries, please contact the Police Licensing & Regulatory Department at Tel: 6835 0000 or via email at [SPF\\_PLRD\\_GLD@spf.gov.sg](mailto:SPF_PLRD_GLD@spf.gov.sg).

## Safe Management Measures for Massage Establishments

To continue providing a safe environment for your employees and customers, all MEs must **adhere to the requirements as prescribed in the COVID-19 (Temporary Measures) (Control Order) Regulations 2020**. In addition, **all MEs must comply with the Safe Management Measures (SMMs) listed below**, which can also be found on the GoBusiness website at <https://covid.gobusiness.gov.sg/safemanagement/sector/>. These measures are meant to minimise the risk of re-emergence and transmission of COVID-19 in the community.

### Safe Management Measures for MEs

#### SafeEntry Visitor Management System

- i. Control access and use SafeEntry visitor management system to record the entry of all personnel (including staff and customers) entering the premises.<sup>1</sup> The deployment of the SafeEntry visitor management system should be done in addition to the requirement for ME licensees to maintain a register of clients, as specified under Rule 14 of the ME Rules 2018.

#### Safe Distancing

- ii. All onsite personnel, including customers, staff, suppliers, and contractors should **wear a mask** at all times, **including during the provision of massage services**.
- iii. The number of customers within the premises should be strictly limited to ensure adherence to the 1 metre spacing requirement between them. However, this will not apply to the masseuse during the provision of the massage service to the customer.
- iv. Where there are multiple massage chairs or beds in a common space, they should be placed at least 1 metre apart. Alternatively, only **alternate seats or beds should be occupied at any one time such that a minimum of 1 metre distance between customers is maintained at all times**.

#### Cleanliness and Hygiene

- v. **Conduct regular cleaning and disinfection of the premises and items**, particularly areas with high human contact. Common spaces such as waiting areas, counters, toilets and staff pantries should be thoroughly cleaned and disinfected regularly. Items such as towels should be changed and washed, and massage beds and chairs should be cleaned and disinfected after each use.

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<sup>1</sup> More information on SafeEntry and a full list of places where SafeEntry must be deployed can be found at <https://www.safeentry.gov.sg/deployment>. Note that SafeEntry can be done via QR code/NRIC scanning, via TraceTogether (app or Token scanning), or manual entry of NRIC number & particulars through a dedicated device. Businesses should not decline entry to visitors unless the individual does not use SafeEntry QR, or SafeEntry NRIC application or TraceTogether and refuses to provide particulars to assist with manual entry.

## Management of Unwell Staff

- vi. Ensure that all staff who had visited a clinic submit records of their MCs, and diagnoses provided (only for COVID-19-related symptoms, including acute respiratory infection), and inform the ME operators if they had been tested for COVID-19 and the results of their tests. All ME operators are to ensure that staff returning to work after completing their MCs are well before allowing the staff to enter the premises.
- vii. In the event of a **confirmed case** among the staff or customer, ME operator **must inform Police Licensing & Regulatory Department immediately and temporarily suspend operations**. All staff who had been in close contact with the confirmed case shall be placed on Leave of Absence for 14 days (if not already issued with a Quarantine Order by MOH).
- viii. **Implement a follow-up plan with precautionary measures in the event of a confirmed case, including** immediately vacating the premises where the confirmed case had worked and thorough cleaning and disinfecting of all relevant on-site areas and assets that were exposed to confirmed cases.

## Monitoring the Implementation of SMMs

- ix. **Implement a detailed monitoring plan** to ensure compliance with SMMs and that issues are resolved in a timely manner (e.g. remedy of non-compliance, risk mitigation).
  - x. **Appoint Safe Management Officer(s) (SMO)** to assist in the implementation, coordination and monitoring of the system of SMMs at the premises. Duties of the SMO include conducting inspections and checks to ensure that SMMs are complied with at all times and keeping records of the checks which may be requested by the authorities. **Where non-compliance of SMMs are found during the inspections, the SMO will also remedy the non-compliance with immediate action.**
2. ME operators must put up clear signages to remind staff and customers of the above measures (in Para 1).
  3. In addition to the measures prescribed in the COVID-19 (Temporary Measures) (Control Order) Regulations 2020 as well as the SMMs for MEs listed above, all ME operators are **strongly encouraged to put in place additional measures** provided in the **Annex B**, to further reduce the risk of outbreak of COVID-19 at your premises.
  4. All ME operators must continue to ensure that the above **SMMs are implemented, communicated and explained to all staff**.