

ADDITIONAL GUIDELINES TO ENHANCE MEASURES AT PUBLIC ENTERTAINMENT (PE) VENUES

*Note: These guidelines are non-exhaustive. Operators are **strongly encouraged** to incorporate these additional measures into your operations, where practicable, to mitigate the risks of COVID-19 transmission.*

1. Control access and facilitate contact tracing

- 1.1. Conduct temperature screening and checks for respiratory symptoms for all onsite employees (twice daily) and customers (prior to entry into the premises). Those who are unwell (including having a fever upon temperature screening) must be refused entry.
- 1.2. Use **SafeEntry** to record the entry of all personnel (including employees, suppliers/contractors, and customers) entering the premises.

2. Queue management for customer-facing operations

- 2.1. Use floor markers to clearly demarcate queue lines and put up signage to facilitate queues. This includes within the premises, where queues are likely to be formed (e.g. counters, waiting areas).
- 2.2. Implement a reservation or appointment system where possible, to minimise queues and crowd congregation at the premises.

3. Reduce interactions between employees and customers/visitors

- 3.1. Encourage the use of cashless or contactless payment and minimise need for physical touchpoints (e.g. deploying contactless access controls) to reduce contact between employees and customers.
- 3.2. Adopt additional safeguards (e.g. frequent disinfection of touchpoints) to minimise the risk of cross infections, where physical contact is needed.
- 3.3. Adopt precautionary measures to reduce contact with suppliers/contractors, such as staggering delivery times and keeping transactions as short as possible.

4. Maintain cleanliness and hygiene

- 4.1. Provide hand sanitisers in close proximity to high touch surfaces.
- 4.2. Regularly clean and disinfect the premises and items, particularly areas with high human contact. Common spaces such as waiting areas, counters, toilets and pantries should be thoroughly cleaned and disinfected daily.
- 4.3. Provide cleaning and disinfecting agents at all toilets, hand-wash stations and human traffic stoppage points, such as entrances and waiting areas.

4.4. Encourage employees to observe good personal hygiene (e.g. wash their hands regularly with soap).

5. Employee management

5.1. Encourage all employees to download and activate the **TraceTogether** handphone application to quickly identify potential close contacts of COVID-19 patients and reduce disease transmission.

5.2. Encourage employees to adhere to MOH's prevailing travel advisory.

5.3. Ensure that employees do not socialise or congregate in groups at the premises (including during meals or breaks). Employees should also be reminded not to socialise outside of the workplace at all times, including with colleagues from separate shifts, teams, or PE outlets.

5.4. Cancel or defer all events and activities that involve close and prolonged contact amongst employees, such as social gatherings, birthday celebrations, team-bonding activities etc.

5.5. Stagger working and break hours to reduce employee congregation at common spaces. If it is not feasible to implement this due to operational reasons, employers must implement other systems to achieve this outcome (e.g. arrange for different groups of employees to arrive/depart through different entrances/exits).

5.6. Implement shift or split team arrangements where possible, and ensure clear separation of employees on different shifts, split teams or PE outlets. There should be strictly no cross-deployment or interaction between employees in different shifts, teams or PE outlets, even outside of work.

5.7. Pay special attention to vulnerable employees (e.g. older or pregnant employees) and temporarily redeploy them to another role that is suitable for working from home, if possible.

6. Management of ill / suspected / confirmed cases

6.1. Actively monitor the health status (including checks for respiratory symptoms) of all employees. Employees at the workplace who have visited a clinic must submit to their employers records of their Medical Certificates (MCs) and diagnosis provided (only for COVID-19-related symptoms, including acute respiratory infections), and if they were tested for COVID-19 and the results of their tests. The employer should monitor their health closely and ensure that employees on MCs must not return to work during the period of MC, and should only be allowed to return to work and enter the premises when they are no longer ill. Close contacts of these employees on MC should be encouraged to monitor their health more regularly.

6.2. Remind employees not to clinic-hop and where possible, ensure that each employee only visits one clinic for check-ups if unwell. Otherwise, the employee should inform the clinic of all recent doctor visits over past 14 days for any symptoms that may be related to COVID-19 (including but not limited to typical symptoms such as fever, cough and shortness of breath).

6.3. Prepare an evacuation plan for unwell or suspected cases to seek medical assistance, as well as for other onsite personnel. Any employee who is feeling unwell or showing symptoms of illness should be asked to leave the premises immediately to consult a doctor, even if the symptom appear mild. These cases must be recorded and monitored as part of SMMs.

6.4. Adhere to the sanitation and hygiene advisories disseminated by the National Environment Agency (NEA), which could be found at <https://www.nea.gov.sg/our-services/public-cleanliness/environmental-cleaning-guidelines>. In the event of COVID-19 transmission in the premises, thorough cleaning and disinfecting of the premises should be carried out in accordance to NEA's guidelines.