

**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.

**2. Queue management for customer-facing operations**

- 2.1. Use floor markers to clearly demarcate queue lines and put up signage to facilitate queues and ensure customers maintain a safe distance. 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. This includes common spaces such as waiting areas, counters, toilets and pantries.
- 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. Ensure employees adhere to MOH's prevailing travel advisory.
- 5.3. Employers are reminded not to organise or encourage social gatherings (e.g. company-based social activities such as celebrations, team bonding activities, and gala dinners) within or outside the workplace.
- 5.4. Ensure that employees adhere to the permissible group size for their activities at the workplace based on prevailing guidelines, including during meals or breaks.
- 5.5. Ensure that all work-related events that proceed at the workplace adhere to prevailing workplace Safe Management Measures and are subjected to the following requirements:
  - i. The number of persons per event must be capped at 50 persons to limit the risk of exposure to infection (subject to prevailing capacity limit of the premises).
  - ii. Attendees must maintain at least 1 metre safe distancing between individual attendees, as per the requirement at the workplace.
  - iii. Food and beverages should preferably not be served at workplace events. If deemed necessary for practical reasons to serve meals, individuals must be seated and served individually and minimise contact with one another while eating. Meal durations should be kept short to minimise the period that individuals are unmasked, and the meal should not be a main feature of the event.
- 5.6. Ensure that work-related events at third-party venues adhere to the premise owners' safe management policies.
- 5.7. 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 systemic arrangements to achieve this outcome (e.g. arrange for different groups of employees to arrive/depart through different entrances/exits).
- 5.8. Implement shift arrangements where possible, and ensure clear separation of employees on different shifts, split teams or PE outlets. There should be no cross-deployment or interaction between employees in different shifts, teams or PE outlets, even outside of work. If cross-deployment cannot be avoided (e.g. due to the nature of the work), additional safeguards must be taken to minimise the risk of cross-infection.
- 5.9. Pay special attention to vulnerable employees (e.g. persons who are aged 60 and above, and patients who are immunocompromised or have concurrent medical conditions) and enabling them to work from home, temporarily redeploying them to another role within the company etc.
- 5.10. Employers are encouraged to facilitate their employee(s) to go for vaccination whenever possible as more public fronting service sectors are required to have their employees fully vaccinated over time.

## **6. Management of ill / suspected / confirmed cases**

- 6.1. Actively monitor unwell employees and guard against incipient outbreaks. 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 advise employees who are unwell to stay at home and consult a doctor and requiring these employees on MCs closely monitor their health before

returning to the workplace and requiring their close contacts at the workplace 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 report to his/her employer, leave the workplace and consult a doctor immediately, even if the symptom appears mild. These cases must be recorded and monitored as part of SMMs.
- 6.4. Adhere to the sanitation and hygiene advisories disseminated by the NEA. 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.

## **7. Enhance ventilation and air quality in indoor spaces**

- 7.1 Implement the recommended measures in the [Guidance Note](#) issued by the Building and Construction Authority, National Environment Agency and Ministry of Health, to enhance ventilation and air quality in indoor spaces via: