Updated as at 25 October 2021

Advisory on Updated Safe Management Measures (SMMs)
for Public Entertainment (PE) Venues

Dear Licensees,

The Multi-Ministry Taskforce (MTF) had announced that the COVID-19 Stabilisation Phase would be **extended from 25 October 2021 through 21 November 2021.** The measures may be reviewed and adjusted based on the community situation.

Updates on SMMs for PE Venues

2. The SMMs for PE-licensed venues that are permitted to operate have been updated accordingly. Please refer to **Annex A** for the SMM requirements.

3. In addition, upon detection of any confirmed COVID-19 cases among employees in their licensed premises, the operator of any PE outlet must fully comply with the stipulated requirements in **Annex A1** which has also been updated.

4. All PE operators are also strongly encouraged to implement the additional measures in **Annex B** to minimise the risk of COVID-19 transmission on their premises.

5. **Nightlife PE venues must continue to remain closed**. Nightlife establishments that wish to pivot to other permitted businesses or exit the industry may visit https://covid.gobusiness.gov.sg/faq for more information on the support provided.

Liability and Responsibility of Licensees

6. PE 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.

7. PE operators should also ensure that the requirements under the Public Entertainments Act, the rules and regulations 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/non-renewal of the PE licence**.

8. Licensees are encouraged to **regularly check the following websites and Regulations for the prevailing SMMs that apply for its venues**:

a. GoBusiness website at https://covid.gobusiness.gov.sg/safemanagement/sector/;

b. SPF website at https://www.police.gov.sg/e-Services/Police-Licences/Public-Entertainment-Licence; and

c. the COVID-19 (Temporary Measures) (Control Order) Regulations 2020.

Contact Information

9. For further queries, please contact the Police Licensing & Regulatory Department at Tel: 6835 0000 or via email at SPF_PLRD_PELLD@spf.gov.sg.

ANNEX A – Updated as at 25 October 2021

SAFE MANAGEMENT MEASURES FOR PUBLIC ENTERTAINMENT VENUES

To resume business activities, all Public Entertainment (PE) operators must establish a system to implement and ensure adherence to the Safe Management Measures (SMMs) listed below:

1. For all PE venues

1.1. Implement TraceTogether-only SafeEntry visitor management system and deploy Safe-Entry Gateway to record the entry of all personnel (including employees, suppliers/contractors, and customers) entering the premises.[1]

1.2. Put up signs to remind employees and customers to observe all SMMs in place at all times.

1.3. 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).

1.4. 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 the training of other employees to engage customers to comply with SMMs, 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.

1.5. Implement a follow-up plan with precautionary measures in the event of a confirmed case of COVID-19, including immediately vacating the premises for thorough cleaning and disinfecting of all relevant on-site areas and assets that were exposed to confirmed cases, in accordance with **National Environment Agency (NEA) guidelines**.

1.6. In the event of a confirmed case of COVID-19 among any employee, the operator must **inform the Police Licensing & Regulatory Department (PLRD) immediately and temporarily suspend all operations**. Please refer to **Annex A1** on the requirements upon the detection of any confirmed case of COVID-19 among employees in the licensed premises.

1.7. PE venues that provide food and beverages (F&B) must ensure that its F&B operations form only an ancillary component of the business operations (i.e. primary activity is to provide PE), and these F&B activities occur within a separate section of the premises.

1.8. Areas used for the F&B activities[#] (i.e. the sale and consumption of F&B) must be clearly demarcated and SMMs applicable to F&B establishments must be complied with at all times by all persons using the areas.

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[1] More information on TraceTogether-only SafeEntry, SafeEntry Gateway and a full list of places where the measures must be deployed can be found at https://www.safeentry.gov.sg/deployment. From 17 May 2021, the venues must ensure that all individuals use either their TraceTogether (TT) App or TT Token to check-in and the venues must only permit those who check in with the TT App or Token to enter their premises. From 15 June 2021, the venues must also deploy the SafeEntry Gateway in App or Box version and information can be found at go.gov.sg/gateway-overview.

*[#]From 25 October through 21 November 2021, dining-in at F&B establishments, both indoor and outdoor, will only allow for groups of **up to 2 persons** if all the diners are fully vaccinated.[2] Unvaccinated individuals with a valid negative pre-event test result, recovered individuals, and children aged 12 years and below may also be included in such groups of 2.*

2. Specific to amusement centres

2.1. The number of persons within the premises must comply with the occupancy limit of one person per 10 square metres (sqm) of Gross Floor Area (GFA).

2.2. Game machines must be placed sufficiently far apart with clear demarcation of a space around each machine meant for a group of up to two customers using it to ensure they maintain a safe distance of at least one metre away from other groups of customers and no mixing of different groups of customers. If a series of game machines are attached together, there must be demarcation for alternate machines not to be used, such that safe distancing can be maintained.

2.3. Queue lines must be clearly demarcated for each game machine, to ensure at least one metre spacing between customers or groups of customers.

2.4. Game machines and tokens must be cleaned and disinfected between peak periods, and at the end of the day.

2.5. For amusement centres with unique concepts [e.g. virtual reality (VR) and escape rooms]:

2.5.1. All used equipment must be cleaned and disinfected at the end of each session for each customer, before the next customer uses them. This also applies if the equipment is transferred from one customer to another during a game.

2.5.2. Safe distancing must be maintained at all times, by clearly demarcating spaces at least one metre apart for each group of up to two customers at common areas, and limiting the use of each room to such specified group at any time, with no mixing of different groups of customers.

3. Specific to computer games centres

3.1. The number of persons within the premises must comply with the occupancy limit of one person per 10 sqm of GFA.

3.2. Safe distancing must be maintained at all times, by maintaining at least one metre spacing between tables/terminals, and clearly demarcating alternate tables/terminals not to be used.

3.3. Computer equipment and terminals must be cleaned and disinfected at the end of each session for each customer, before the next customer uses them.

[2] An individual is considered vaccinated if he/she has been: a) fully-vaccinated, i.e. has received the appropriate regimen of World Health Organisation Emergency Use Listing (WHO EUL) vaccines including their respective duration post-vaccination for the vaccine to be fully effective, and had their vaccination records ingested in MOH's national IT system; b) recovered from COVID-19; or c) has obtained a negative result on a pre-event test taken in the past 24 hours before the expected end of the event.

4. Specific to snooker / billiard saloons

   4.1. The number of persons within the premises must be capped at 100 persons or 50% of its original capacity measured by the premises' occupant load, whichever is lower, at any time.

   4.2. Safe distancing between customers must be maintained at all times, by maintaining at least one metre spacing between tables, and clearly demarcating alternate tables not to be used.

   4.3. All equipment (such as cue sticks, balls, and tables etc) must be cleaned and disinfected at the end of each session for each customer, before the next customer uses them. Customers must not exchange cue sticks during the game.

5. Specific to paintball/airsoft game centres

   5.1. The number of persons within the premises must be capped at 100 persons or 50% of its original capacity measured by the premises' occupant load (within the indoor premises), whichever is lower, at any time.

   5.2. All individuals must wear a mask at all times within the premises, unless the individual is participating in a paintball/airsoft game.

   5.3. All customers must be separated by at least 2 metres from each other during a paintball/airsoft game.

   5.4. Safe distancing must be maintained at all times, by clearly demarcating spaces for each group of up to two customers for paintball/airsoft games, and alternate lanes of at least one metre apart to be used for target paintball/airsoft shooting. There should be no mixing between different groups of customers at all times.

   5.5. Queue lines must be clearly demarcated for each lane for target paintball/airsoft shooting, to ensure at least one metre spacing between customers or groups of customers.

   5.6. All paintball/airsoft equipment (e.g. paintball/airsoft guns, vest, and facial masks) must be cleaned and disinfected at the end of each session for each customer, before the next customer uses them. This also applies if any equipment is transferred from one customer to another during a paintball/airsoft game, or target paintball/airsoft shooting.

6. Specific to axe-throwing centre

   6.1. The number of persons within the premises must comply with the occupancy limit of one person per 10 sqm of GFA.

   6.2. Safe distancing must be maintained at all times, by clearly demarcating alternate lanes of at least one metre apart to be used.

   6.3. Queue lines must be clearly demarcated for each axe-throwing lane, to ensure at least one metre spacing between customers or groups of customers.

   6.4. Axes and related equipment must be cleaned and disinfected at the end of each session for each customer, before the next customer uses them. This also applies if the axe or related equipment is transferred from one customer to another during a game.

ANNEX A1 - Updated as at 14 October 2021

MANAGING COVID-19 POSITIVE CASES IN PE OUTLETS

1. In the event of a confirmed case of COVID-19 among any employee within the PE outlet, the operator of the PE-licensed venue must **inform PLRD immediately via email at:** SPF_PLRD_PELLD@spf.gov.sg. The operator must provide all relevant information related to the said confirmed case, and include the following information:

   a. Outlet name (including UEN) and address
   b. Contact person, and contact number and email

2. Upon detection of any confirmed case of COVID-19, the operator must immediately cease all operations in the premises and conduct proper disinfecting and cleaning of the affected zones in accordance with the National Environment Agency (NEA) guidelines. The operator may resume operations once the affected zones have been properly disinfected and cleaned.

3. The operator must ensure that all employees, who are issued with a Health Risk Warning (HRW) by the Ministry of Health (MOH), conduct the Antigen Rapid Test (ART) in accordance with MOH's HRW protocol.

4. The operator is also strongly encouraged to impose ART on other employees who were not issued with the HRW and monitor their health closely.

5. **Employees who are tested ART-positive must not work on-site**. Employees who are tested ART-positive and do not have any acute respiratory symptom should do the following:

   a. Self-isolate for at least 72 hours;
   b. Do another ART after 72 hours;
   c. If the ART is negative, employee may resume work;
   d. If the ART is positive and the staff still does not have any acute respiratory symptom, the employee should continue to self-isolate and take ART every 24 hours. The employee can only resume work when the ART is negative; and
   e. If the employee develops respiratory symptoms or starts to feel unwell during this period, they should seek further medical advice at a Swab and Send Home (SASH) clinic.

6. PLRD will advise the operator on any additional measure(s) to manage possible clusters should there be multiple confirmed cases of COVID-19 in the outlet.

ANNEX B

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: