**Advisory for Public Entertainment (PE) Venues on
Update of Safe Management Measures and Implementation of TraceTogether-only
SafeEntry (TT-only SE) and SafeEntry Gateway (SEGW)**

Dear Licensees,

Update of Safe Management Measures for PE Venues

Following the announcement made by Multi-Ministry Taskforce (MTF) on 4 May 2021 on tighter measures to manage the increased risks of community spread of COVID-19 in Singapore, the **Safe Management Measures (SMMs)** for **Category 3 PE-licensed venues** have been updated, as attached in **Annex A**. The updates that will apply from **8 May 2021 to 30 May 2021** are highlighted in yellow and cover the following areas:
- Occupancy limit of your venues; and
- Maximum permissible group size.

2. There are no changes to the recommended additional measures; as attached in **Annex B**. Operators are strongly encouraged to implement these additional measures to minimise the risk of COVID-19 transmission on their premises.

3. **Nightlife PE venues (such as bars/pubs, nightclubs and KTV lounges) 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.

4. All operators of PE venues must comply with the COVID-19 (Temporary Measures) (Control Order) Regulations 2020 to provide a safe environment for all employees and customers. Operators should also refer to the following advisories and implement the appropriate measures:

a. Workplace-specific SMMs issued by MOM at https://www.mom.gov.sg/covid-19/requirements-for-safe-management-measures; and

b. F&B and Retail (e.g. general safety and crowd management) issued by ESG, HDB, SFA, STB and URA at https://www.enterprisesg.gov.sg/covid-19/safe-distance and https://covid.gobusiness.gov.sg/safemanagement/sector/.

Implementation of TraceTogether-only SafeEntry Mode and SafeEntry Gateway

5. From 17 May 2021, TraceTogether-only SafeEntry (TT-only SE) will be implemented at all venues that currently are required to implement SafeEntry check-in. These places tend to experience higher throughput of visitors, and/or where people are likely to be in close proximity for prolonged periods. **Therefore, all Category 3 PE-licensed venues are required to transit to the TT-only SE by 17 May 2021[1].**

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[1] To help ease the transition, scanning of barcodes on personal IDs will be retained until 31 May 2021. Following which, IDs can only be used under extenuating circumstances. For more information, please refer to the FAQ found on www.safeentry.gov.sg.

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

6. **Category 3 PE-licensed venues** are also required to **deploy the SafeEntry Gateway (SEGW), in the App or Box version, by 15 June 2021.** The SEGW works with the TT App or Token, and it facilitates a more convenient check-in experience for visitors and helps users find out when their Token is out of battery. The TraceTogether App or Token is required to be brought within 1-25cm of range of the SEGW device in order for Bluetooth signals to be detected for check-in. More information on how venue operators can apply for the SEGW, User Guides and FAQs can be found in **Annex C** and also at the SafeEntry website (go.gov.sg/gateway-overview).

Liability and Responsibility of Licensees

7. 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, such as rental rebates and wage support.

8. 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 of the PE licence.

9. Licensees are encouraged to regularly check the following websites and Regulation for the prevailing SMMs that apply for your 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

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

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. <u>For all PE venues</u>

    1.1. Use SafeEntry[2] visitor management system to record the entry of all personnel (including employees, suppliers/contractors, and customers) entering the premises.

    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, including immediately vacating the premises where the confirmed case had worked and thorough cleaning and disinfecting all relevant on-site areas and assets that were exposed to confirmed cases, in accordance with National Environment Agency (NEA) guidelines found at https://www.nea.gov.sg/our-services/public-cleanliness/environmental-cleaning-guidelines.

    1.6. In the event of a confirmed case among the employees or customers, the operator must inform Police Licensing & Regulatory Department (PLRD) immediately and temporarily suspend all operations. All employees 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).

    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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[2] 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. Visitors may check-in to SafeEntry using their TraceTogether App, SingPass Mobile app, or other QR code apps, or by presenting their TraceTogether Token or NRIC/FIN/other IDs to be scanned. Businesses should not decline entry to visitors unless the individual does not use these modes for check-in and refuses to provide particulars to assist with manual entry.

2. Specific to amusement centres

   2.1. The number of persons within the premises must comply with the occupancy limit of one person per 8* square metres (sqm) of Gross Floor Area (GFA).

   *Between 8 to 30 May 2021, the occupancy limit is one person per 10 sqm of 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 **eight**# 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.

   #Between 8 to 30 May 2021, this is a group of up to **five** customers.

   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 **eight**# customers at common areas, and limiting the use of each room to a group of up to **eight**# customers at any time, with no mixing of different groups of customers.

      #Between 8 to 30 May 2021, this is a group of up to **five** 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 8* sqm of GFA.

   *Between 8 to 30 May 2021, the occupancy limit is 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.

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 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 game.

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

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

   #*Between 8 to 30 May 2021, this is a group of up to **five** customers.*

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

5.6. All paintball equipment (e.g. paintball 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 game, or target paintball 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 8* sqm of GFA.

   Between 8 to 30 May 2021, the occupancy limit is 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.

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. <u>Employee management</u>

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.

6. <u>Management of ill / suspected / confirmed cases</u>

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.

INFORMATION ON SAFEENTRY GATEWAY

How to deploy the SafeEntry Gateway (SEGW)

There are two types of SEGWs that you can deploy. You may choose to deploy either the SEGW Box or SEGW App. You are eligible to apply for **one free SEGW Box**. Please go to safeentry.gov.sg/login and log in with your SE Business account. If you wish to apply for more SEGW Boxes as you have multiple public facing entrance or have heavy footfall at your entrance, you may put in an appeal after you have put in the initial application (link is provided at point of application). Should you face any other issues during application, you may refer to the FAQs on how to apply or contact the helpdesk (link to helpdesk is embedded in application portal). Please apply for the SEGW box early as it takes up to 2 weeks from application to delivery. If you do not wish to apply for the Box and instead wish to deploy the App version of the SEGW, you may upgrade and then turn on the feature in the SE (Business) App. Please refer to the table below for specifications:

	SEGW Box	**SEGW on SE (Business) App Version >1.1.0**
Equipment requirements	• Requires constant power source • Or can work with power bank but need to recharge power bank • Comes with one-year cellular data	• Additional feature on the existing SafeEntry (Business) App • Mobile phone or tablet has to have cellular data <u>or</u> be connected to WiFi
Time taken to deploy	• Takes up to 2 weeks from application to process and deliver • After receiving SEGW Box, set-up takes about 5 min	• Download or upgrade the SafeEntry (Business) app, turn on SEGW feature for immediate use
Provision of device	• Government to fund one device (including cellular) per manned public-facing entrance • Subject to a cap per venue; you may appeal for more pieces if you have many entrances (subject to approval)	• Businesses to use own compatible mobile phone/tablet and cellular data/WiFi
Check-in confirmation	• A green light and "beep" to indicate successful check-in; • If check-in is unsuccessful, the device will not flash green or beep	• App will have pop-out screen if check-in is successful
Response time for check-in	1-2s	1-2s
User Guide on how to deploy SEGW	Device Application Gui... Device Setup Guide.pdf	App Setup Guide.pdf